

## **Announcement of the Progress Report on FY2021 Action Plan Initiatives and FY2022 Action Plan related to fiduciary duties**

Mizuho Financial Group, Inc. (President & Group CEO: Masahiro Kihara; “MHFG”) has established and announced our Policies Regarding Mizuho’s Fiduciary Duties<sup>1</sup> (“Policies”), with consideration to our customer-focused approach as part of the values and standards of behavior that all Mizuho employees and executive officers should uphold under Mizuho’s Corporate Identity, and in order to fulfill our fiduciary duties<sup>2</sup> which relate to the conduct of our asset management-related business.

Based on these Policies, MHFG and our group companies have released the attached Progress Report on the FY2021 Action Plan Initiatives and the FY2022 Action Plan.<sup>3</sup>

In FY2021, we took the initiative in implementing new measures such as consolidating trust fee rates for index mutual funds linked to the same index for face-to-face transactions, reducing fees and disclosing the breakdown of fees for certain types of fund wraps, and introducing material information sheets for individual products.

Mizuho will continue to provide products and services that are useful to our customers in a courteous manner tailored to each customer by working as a group to continue to be the most-trusted financial group as a mid- to long-term partner.

1. Policies Regarding Mizuho’s Fiduciary Duties  
[https://www.mizuhogroup.com/binaries/content/assets/pdf/mizuhoglobal/news/2017/03/20170330\\_2release\\_jp\\_1-1.pdf](https://www.mizuhogroup.com/binaries/content/assets/pdf/mizuhoglobal/news/2017/03/20170330_2release_jp_1-1.pdf)
2. Fiduciary duties is a general term for the broad range of roles and responsibilities that fiduciaries are expected to fulfill when engaging in certain business activities in order to live up to the trust that is placed in them by their customers.
3. Ahead of this announcement, we held the Eighth Meeting of the Fiduciary Duty Advisory Committee and invited the following external experts to serve as advisors.

Panel of external experts (in alphabetical order by surname)

Name	Post
Hideki Kanda	Professor, Graduate School of Law, Gakushuin University; Professor Emeritus, University of Tokyo
Tadashi Oka	General Manager, Investment Trust Business Department, Investment Evaluation Division, Rating and Investment Information, Inc.

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# Initiatives regarding Mizuho's fiduciary duties

June 2022

Mizuho Financial Group

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The initiatives listed at the top of each page correspond to the Policies Regarding Mizuho's Fiduciary Duties

The principles listed at the bottom of each page correspond to the Principles for Customer-Oriented Business Conduct of Japan's Financial Services Agency.

The following abbreviations are used for major group companies.

Mizuho Financial Group, Inc.

FG

Mizuho Securities Co., Ltd.

SC

Mizuho Bank, Ltd.

BK

Asset Management One Co., Ltd.

One

Mizuho Trust & Banking Co., Ltd.

TB

## 1. Policies and action plans

### Our policies

We have released Policies Regarding Mizuho's Fiduciary Duties<sup>1</sup> ("the Policies") as group-wide policies which ensure that through our asset management-related businesses we offer products and services that are in the best interest of our customers and that we continue to be our customers' most trusted financial services partner and long-term partner.

### Policies Regarding Mizuho's Fiduciary Duties

[https://www.mizuhogroup.com/binaries/content/assets/pdf/mizuhoglobal/news/2017/03/20170330\\_2release\\_jp\\_1-1.pdf](https://www.mizuhogroup.com/binaries/content/assets/pdf/mizuhoglobal/news/2017/03/20170330_2release_jp_1-1.pdf)

1. Fiduciary duties is a general term for the broad range of roles and responsibilities that fiduciaries are expected to fulfill when engaging in certain business activities in order to live up to the trust that is placed in them by their customers.

### Our action plans

Mizuho's holding companies and group companies have established and released their own action plans according to their respective functions.

#### Major group companies that have established and released action plans

The terms in parentheses are abbreviated names of group companies.

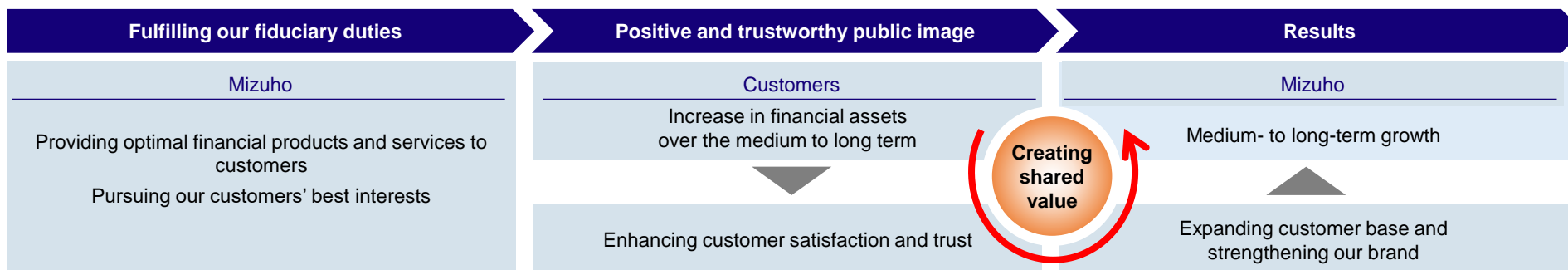
Functions		
Sales	Asset management / product development	Asset administration
Mizuho Bank, Ltd. (BK)		
Mizuho Trust & Banking Co., Ltd. (TB)		
Mizuho Securities Co., Ltd. (SC)		
	Asset Management One Co., Ltd. (AM-One)	



## 2. Our goal and key performance indicators (KPIs)

### Our goal is to create shared value between customers and Mizuho

- Through fulfilling our fiduciary duties, Mizuho aims to ensure a high level of customer satisfaction and to earn the trust of customers by increasing their financial assets in the medium to long term.
- At the same time, by expanding our business base and establishing a brand built on customer satisfaction and trust, we aim to create shared value with our customers that will also lead to medium- to long-term growth for Mizuho, which will allow us to further enhance the level of customer service we provide.



### Key performance indicators (KPIs)<sup>2</sup>

- Key performance indicators (KPIs) for fiduciary duties are reviewed regularly and updated as necessary in order to create shared value between customers and Mizuho.

- Number of personnel with professional qualifications
- Number of funds with a rating of 4 stars or higher
- Number of companies involved in our engagement activities
- Number of publicly offered investment trusts in different balance ranges
- Average balance per publicly offered investment trust
- Number of website views
- Number of participants enrolled in financial education courses

- Customer satisfaction surveys
- Number of funds which have received awards
- Survey of satisfaction among investment trust companies

- Balance of assets under management from investment products
- Number of customers using our investment products
- Ratio of customers receiving different percentage ranges of returns for investment trusts
- Average holding period for publicly offered investment trusts
- Balance of funds in publicly-offered and privately placed investment trusts
- Balance of asset formation-focused products
- Balance of pension trust assets
- Balance of publicly offered investment trusts under administration

2. In addition to the Key Performance Indicators listed above, the following common KPIs have also been released.

(1) Customer ratio by investment profit/loss from investment trust funds/fund wraps, (2) Cost vs. return of the best-selling investment products in terms of the balance of investment trust assets under management, (3) Risk vs. return of the best-selling investment products in terms of the balance of investment trust assets under management, (4) Customer ratio by investment performance of the foreign currency-denominated insurance products (5) Cost vs. return of the foreign currency-denominated insurance products

Common KPIs are indicators based on the "Common Key Performance Indicators (KPIs) Comparable Across Investment Trust Distributors" published by Japan's Financial Services Agency in June 2018 and the "Common Key Performance Indicators (KPIs) Comparable Across Foreign Currency-denominated Insurance Distributors by Japan's Financial Services Agency" in January 2022.

Common KPIs

# FY2021 progress and key performance indicators (KPIs)

## - Sales -

# 1. Group-based consulting framework

BK
TB
SC

## Main initiatives in FY2021

- By sharing our customers' life plans, with their permission, across the group, based on the information they have given us on their assets, we are developing a framework to provide products and services in line with each company's role and comprehensive consulting taking advantage of each company's strengths.
- Mizuho helps its customers achieve their **goals**: their dreams, hopes, and desires.

### Establishing an integrated asset consulting platform at different levels

**Mission** Mizuho contributes to enhancing the wealth of households in Japan

- Leveraging Japan's assets in the world

**Guide**

- Accumulating investment successes with "diversification"

- Life Design Partners

- Goals-based wealth management



In fiscal 2021, four Group companies in Mizuho Financial Group, Inc., Mizuho Bank, Ltd., Mizuho Trust & Banking Co., Ltd., and Mizuho Securities Co., Ltd. became the first in the industry to receive an S+ score, the highest rating among companies rated as such by Rating and Investment Information, Inc. for two consecutive years. (See page 25 for details.)

# FY2021 progress and key performance indicators (KPIs)

## - Sales -

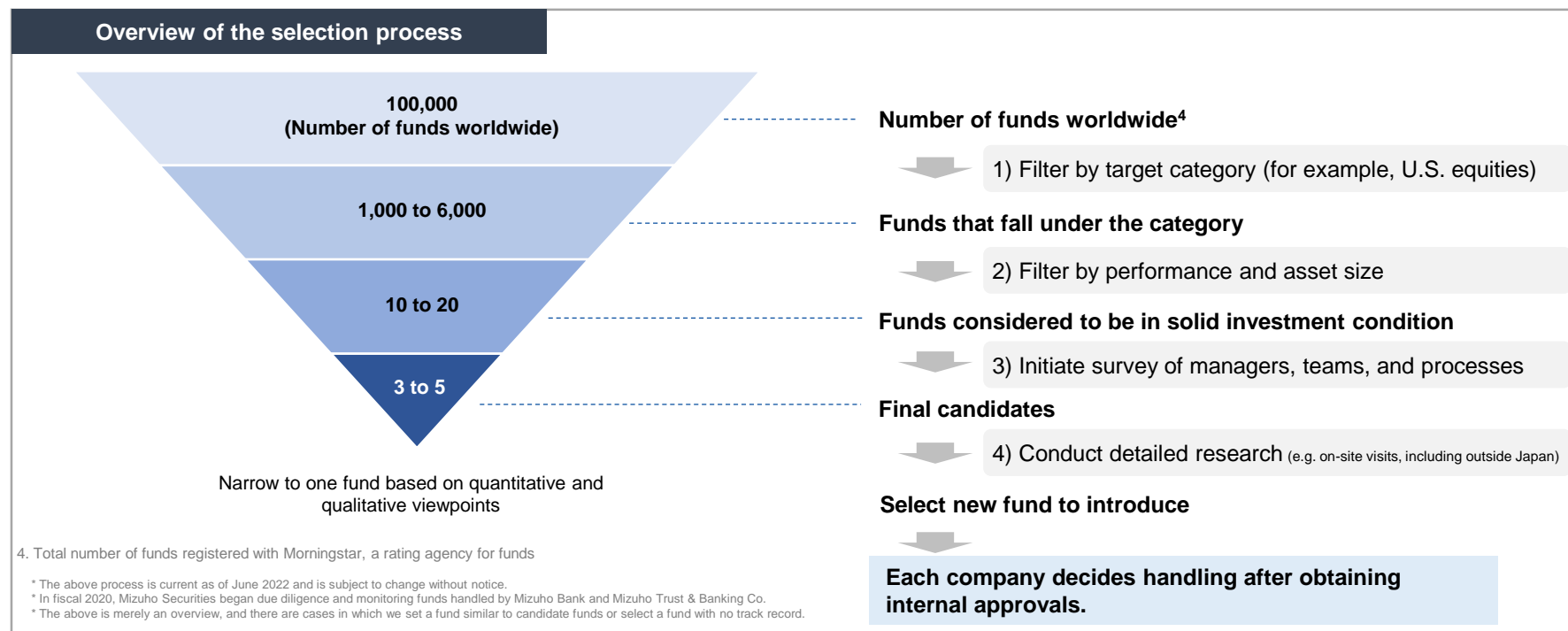
## 2. Process of selecting investment trust products

### Main initiatives in FY2021

FG BK TB SC

- By trying to enhance product selection and monitoring as a unified group, we will provide clients with funds that will positively contribute to long-term investment.
- In selecting funds, we conduct in-depth research, including performance analysis and on-site visits, on a wide range of products, in addition to those of our group companies. Our selection process also takes into account social responsibility (such as degree of contribution to the promotion of environmental or social sustainability). In addition, with respect to ESG, the SDGs, and similar funds that we handle, we offer a lineup of products with levels of disclosure that comply with European Union sustainable finance disclosure rules (Article 8 or Article 9<sup>3</sup>) or with other relevant terms, in order to ensure accountability to customers.
- When group companies have decided to begin offering a new investment trust, we introduce the investment trust to customers through an announcement on the investment trust page of each group company's website and through information at branches.

3. Article 8 relates to funds that promote environmental or social characteristics. Article 9 relates to funds for sustainable investment.



# FY2021 progress and key performance indicators (KPIs) - Sales -

## 3. Investment trust monitoring and review

FG BK TB SC

### Main initiatives in FY2021

- We verify whether the funds we handle contribute to the asset formation of our clients. We conduct continuous and multifaceted monitoring from both quantitative and qualitative aspects. Based on the results of our monitoring, we narrow down the products that we offer to our customers and implement a review for products that can be solicited in person.
- In fiscal 2021, in regard to index funds that are linked to the same index and that are handled in person, we consult with trust management companies to keep the total fiduciary fee rate to the lowest level among the products handled by the group.
- Customers can check the website of each company for products which will be discontinued or redeemed.

### Monitoring of funds

Qualitative assessment	<p>Through interviews with fund managers and other methods, we assess the management companies' philosophy and whether or not it has a strong business foundation, a team structure for maintaining high management capabilities, and investment processes ensuring reliable performance.</p> <p>1) Management company      2) Investment team      3) Investment processes</p>
Quantitative assessment	<p>Based on past investment performance figures, we place emphasis on the performance against benchmarks<sup>5</sup> (or reference indexes) and similar funds<sup>6</sup> so as to evaluate whether the funds are better than the average of the respective market and whether they are superior to other funds.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>Quantitative analysis items</b></p> <p>Comparison with benchmarks (or reference indexes) and similar funds is also important</p> </div> <div style="width: 45%;"> <p><b>Reasons for focusing on comparison with benchmarks and similar funds</b></p> <p>When looking only at net asset value, the performance seems robust.</p> <p>However, it may not compare favorably to benchmarks (or reference indexes) and similar funds.</p> </div> </div>

5. Indexes used as investment guidelines. 6. Refers to funds that belong to the same category. (Global equity funds, US equity funds, etc.) 7. Indicates the extent of return volatility. 8. Indicates the amount of risk taken to generate returns. Higher numbers indicate more efficient investment. 9. Indicates the largest percentage decline from the highest value. 10. Indicates the extent to which the net asset value of the fund follows the benchmark (or reference index) when the benchmark (or reference index) is rising or falling. 11. Indicates the extent the fund is above (or below) the benchmark (or reference index).

# FY2021 progress and key performance indicators (KPIs)

## - Sales -

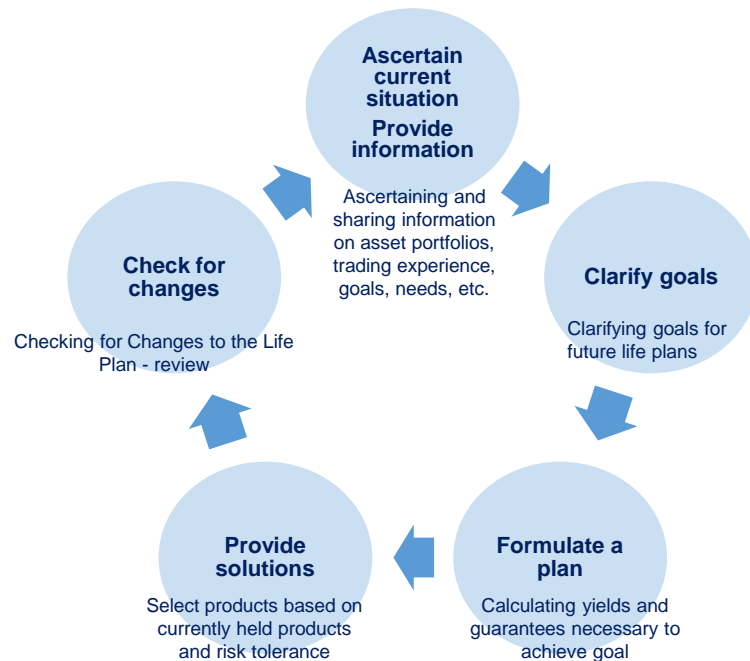
### 4. Consulting services at Mizuho (1)

#### Main initiatives in FY2021

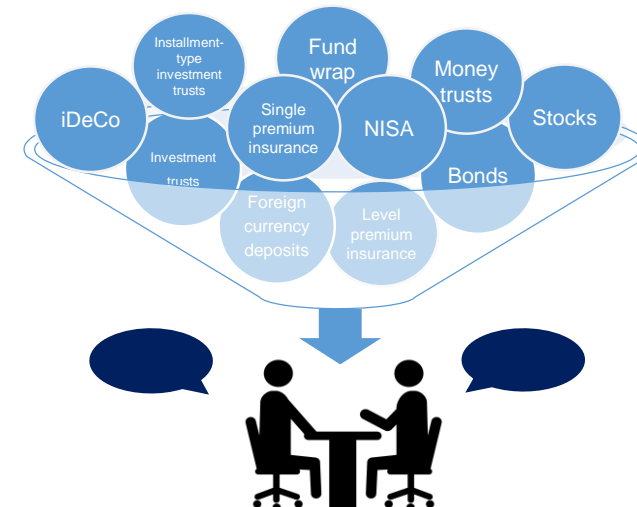
BK
TB
SC

- We take into consideration our customers' asset portfolios and trading experience and goals and dreams, and we propose financial plans tailored to our customers' needs from among multiple financial products and services, comparing them with similar products and alternative products (including a comparison of service fees). When we sell multiple financial products in a package, we also consider whether the package is appropriate for the customer in making our proposal.
- When proposing complex or high-risk products, we use a check sheet to determine that we are making appropriate proposals. We also review the check items regularly.

#### Mizuho's comprehensive consulting (goals-based)



#### Proposing optimal products from diverse product lineups



FY2021 progress and key performance indicators (KPIs) - Sales -

4. Consulting services at Mizuho (2)

BK TB SC

Comprehensive asset consulting

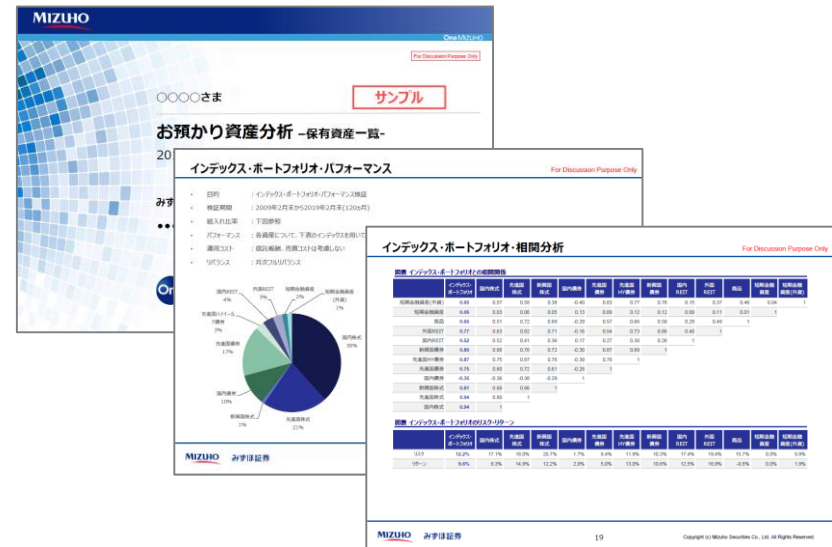
- Mizuho strives to accurately understand customer needs and provide solutions to realize them by setting each customer's dreams, hopes, and desires as goals.
  - Mizuho Bank has introduced a Life Design Navigation tool for simulating future financial plans based on customers' information and life planning. We use the tool is used to propose solutions to customers' challenges.
  - Mizuho Securities uses a diagnostic tool for assets under management ("Pnavi") tailored to the characteristics of the customer's transactions, in order to propose asset reviews.



BK

SC

Pnavi diagnostic tool for customers' assets under management





# FY2021 progress and key performance indicators (KPIs) - Sales -

## 4. Consulting services at Mizuho (3)

BK

### Support for implementing life design plans: Contribution to the shift from savings to asset formation

### Opening the future of Japan

- We put forth asset formation proposals based on our customer's life design plans through a variety of channels, including branches, online, and workplaces (in cooperation with corporate clients).
- With various products, including installment-type NISAs, installment-type investment trusts, and iDeCo, we provide financial services that enable our clients' to shape their futures.

Life Design Brochure

The brochure features a 'Consulting Invitation' section with the text '~(みずほ)と作 ライフデザイン&マネ' and a 'LIFE DESIGN' checklist. The checklist includes sections for '収入' (Income) with a table for '給与収入' (Salary Income) and '企業年金' (Corporate Pension), and 'ライフイベント' (Life Events) with a table for '子供の学費' (Child Education Costs) and '老後の生活' (Post-retirement Life). It also includes a 'Check it!' section with a 'ライフデザイン〜今とこれからを確認しましょう〜' (Life Design ~Check now and the future~) header.

Asset formation leaflet

The leaflet is titled '資産形成の考え方' (Thoughts on Asset Formation) and includes a '資産形成の考え方' (Thoughts on Asset Formation) section with a 'ポイント' (Points) section. It features a '資産分散' (Asset Diversification) section with a chart showing '資産分散の安定' (Stability of Asset Diversification) and a '時間分散' (Time Diversification) section with a chart showing '購入価格の平準化' (Leveling of Purchase Prices). It also includes a '長期保有' (Long-term Holding) section with a chart showing '安定した運用' (Stable Operation). The leaflet concludes with a section titled 'さらに…制度を活用することで非課税メリットや所得控除を受けられます' (Furthermore... by utilizing the system, you can receive non-taxable benefits and income tax deductions).

# FY2021 progress and key performance indicators (KPIs) - Sales -

## 4. Consulting services at Mizuho (4)

BK TB SC

### Implementing advanced asset management consulting

Leveraging Japan's assets worldwide

- Under our global equity strategy, we apply a long-term, diversified, and continual approach and build on our successes in managing customer assets to support our customers in achieving their investment dreams and goals.
- We respond appropriately to customer needs by providing information on the importance and effects of investment and investment decisions.

Global equity strategy

A strategy to correct the imbalance in Japan's household assets, which are largely yen-denominated and in deposits, and contribute to enhancing wealth in Japan by capturing the high growth potential of the global economy

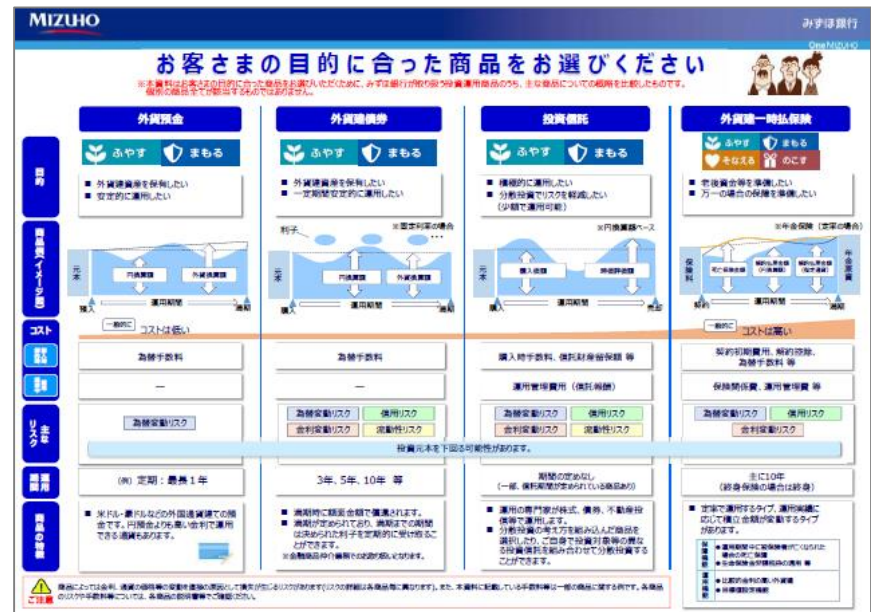
Concept: Time, not timing

Time, Not Timing data collection



Materials displaying and analyzing a range of data from Japan and the rest of the world. Explains the effects of long-term, diversified, and continual investments.

Product comparisons



We use materials that allow us to compare the characteristics of each product category, the purpose of investment, costs, and other factors, so that customers can select products that meet their needs.



FY2021 progress and key performance indicators (KPIs) - Sales -

4. Consulting services at Mizuho (5)

BK TB SC

Succession consulting

Bringing Japan's assets into the future

- We respond to our clients' asset inheritance needs from a variety of angles in order to connect their precious assets and their feelings toward their families to the future.

Mizuho Bank Dear Future



Mizuho Bank uses booklets on asset inheritance to respond to a wide range of customer needs.

Mizuho Securities senior consultant website



Mizuho Securities Anshin Service material

Mizuho Securities employs senior consultants with expertise in inheritance and gifts. We also offer the Mizuho Securities Anshin Service to keep families informed about their relatives' living conditions.

Mizuho Trust & Banking product materials



Mizuho Trust & Banking provides products and services to meet the needs of customers during asset inheritance.



# FY2021 progress and key performance indicators (KPIs)

## - Sales -

### 4. Consulting services at Mizuho (7)

#### Delivering services remotely and online

To improve customer convenience, we are working to expand the services we provide remotely and/or online.

#### Life Design Remote Service

SC



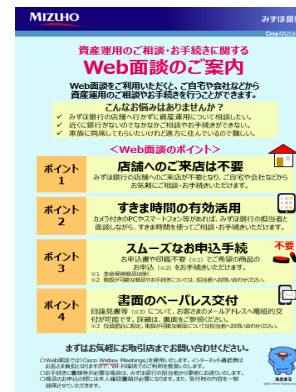
Mizuho Securities Life Design Remote Services website

Employees specializing in remote consulting provide phone- and ICT-based services to meet the following needs

- Consulting outside branch business hours, such as after work or on holidays.
- Consulting during the customer's free time and at the customer's convenience
- Consulting with a knowledgeable and experienced consultant to allay concerns about relying solely on online information.

#### Online meetings

BK



Online meeting leaflet

Online meetings to allow customers to take care of asset management consultations and procedures from their home or office

Investment prospectuses, etc., can be delivered to customers' e-mail addresses electronically (paperless delivery of documents).

#### Investment trust account opening and installment-type investment trust application service

BK



A service that enables customers to quickly perform a range of procedures, from opening an investment trust account to making an application for an installment-type investment trust, and receive the results in as few as three days from the application date.

# FY2021 progress and key performance indicators (KPIs) - Sales -

## 5. Provision of important information (1)



### Main initiatives in FY2021

- Mizuho strives to provide customers with clear, non-misleading, and honest information that matches the complexity and importance of products, so that our customers can understand a variety of products, compare with the terms and conditions and other aspects of alternative products, and then select the products that meet their needs, taking into account their own investment experience.
- In May 2021, we published material information sheets for financial service providers, which show how each of the group companies views its products and product lineup. From August 2021 onward, we have been releasing material information sheets for individual products, and in April 2022, we disclosed the aggregated cost including the origination cost of the structured bonds to be sold.
- We will continue to revise the display and content of the documents so that they are easier for customers to understand.

### Material Information Sheet (financial service providers)

**MIZUHO** みずほ銀行 One MIZUHO

一定の投資性金融商品の販売・販売仲介に係る重要情報シート（金融事業者向け）

1. 銀行の基本情報（銀行が提供または販売する商品および提供を受ける者について）

名称	株式会社みずほ銀行
登録番号	関東財務局長（登出）第5号
設立の年月	日本国法律第171号（旧商法）第10条第1項第1号（旧商法）第10条第1項第1号（旧商法）第10条第1項第1号
銀行の概要を知りたいウェブサイト	<a href="https://www.mizuho-bank.co.jp/">https://www.mizuho-bank.co.jp/</a>

2. 取扱商品（銀行が提供または販売する商品および提供を受ける者について）

現金（預貯金など）	○	外国（投資性あり）	○
国内株式	×	外国株式	×
債券	×	外国債券	×
公社債	○	外国債	○
インフラ債	×	環境債	○
ETF、ETN、REIT	×	その他の商品	○
保険（投資リスクなし）	○	保険（投資リスクあり）	○

3. 商品ラインアップの考え方（商品ラインアップの考え方の概要について）

4. お問い合わせ窓口

銀行の総合相談窓口（電話・投資情報用窓口）	0120-324-221
加入組合の総合相談窓口	020-226-2468
銀行の総合相談窓口（FIM/FAC）	0120-324-221
銀行の総合相談窓口（FIM/FAC）	0120-324-221

This document is mainly intended to support first-time customers in selecting a financial services provider and includes information on products, the concept of product lineups, and contact information for complaints and consultation.

### Material Information Sheet (individual products)

**MIZUHO** みずほ銀行 One MIZUHO

重要情報シート（個別商品編） 投資信託

1. 商品等の内容（みずほ銀行は、組成会社等の委託を受け、お客さまに商品の販売の勧誘を行っています）

2. リスクと期待利（本商品の元金が保証されます。損失を生じるリスクがあります）

3. 費用（本商品の購入または保有には、費用が発生します）

4. 換金・解約の条件（本商品を換金・解約する場合、一定の不利益を生ずることがあります）

5. みずほ銀行の利益とお客さまの利益が反する可能性（お客さまの利益とみずほ銀行の利益が反する場合があります）

6. 組織の概要（NISA、つみたてNISA、iDeCoの投資先として）

時期	項目	税金
分配時	所得税および地方税	配当所得として課税 所得分配金に引当て 20.315%
換金（解約）時および償還時	所得税および地方税	譲渡所得として課税 換金（解約）時および償還時の差益（譲渡益）に対して 20.315%

7. その他重要情報（個別商品については、みずほ銀行ウェブサイト掲載または以下の欄をよみてください）

銀行の総合相談窓口（電話・投資情報用窓口） 0120-324-221

This sheet is a common informational form that allows for easy comparison of expected client groups, risk content, historical rates of return, costs, etc., allowing customers to compare multiple products across the board.



# FY2021 progress and key performance indicators (KPIs)

## - Sales -

## 5. Provision of important information (2)

BK

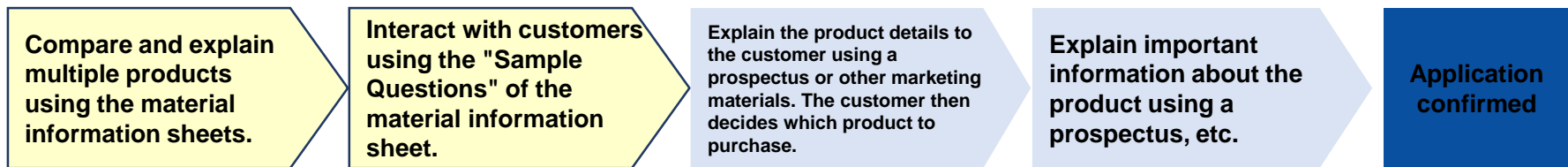
TB

SC

### Explanations to customers using material information sheets for individual products

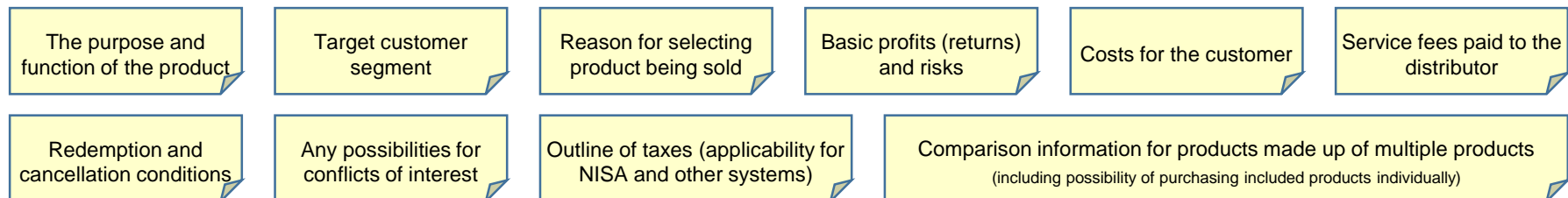
- Material information sheets for individual products are provided to customers mainly in the following cases, as well as upon customer request, or when we believe that the sheet will help customers better understand the product.
  - Suggestions to customers that have not yet decided on a specific product to purchase
  - When advising on a specific product or proposing multiple products according to the customer's request

Flow of explanation using material information sheets for individual products



### Important information explained at the time of product proposal

Examples



#### Easy-to-Understand Information Using Pamphlets and the Material Information Sheet

When proposing complex or high-risk products, we present the above items in an easy-to-understand manner using pre-contract documents, prospectuses, pamphlets, and other materials. We also use individual materials that allow easy comparisons with similar products in order to ensure customers' understanding.

# FY2021 progress and key performance indicators (KPIs) - Sales -

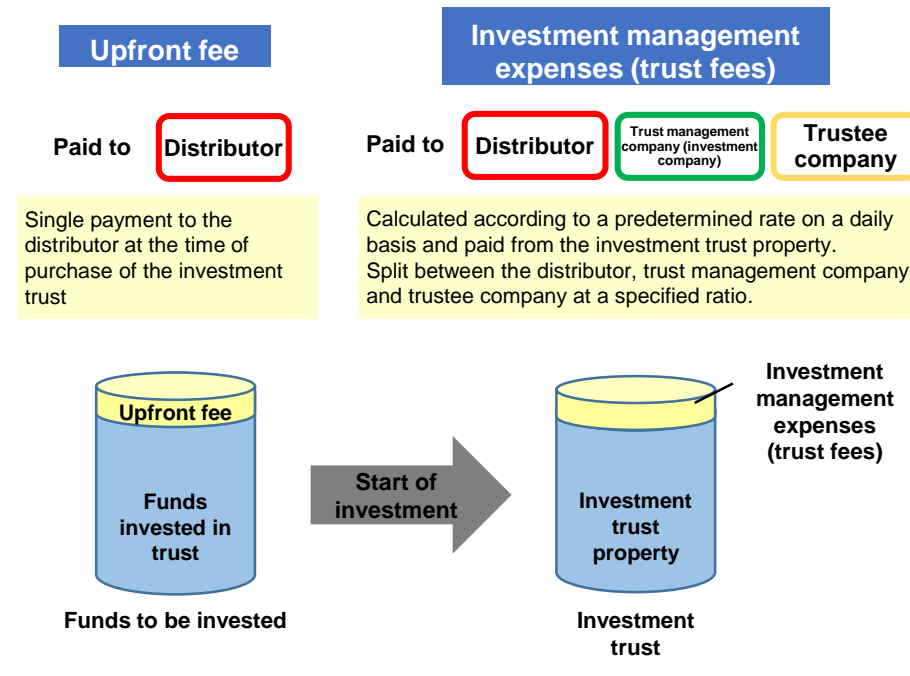
## 6. Providing information on fees

BK TB SC

### Main initiatives in FY2021

- In consideration for the services we provide, we receive various fees when customers purchase and hold investment trusts or single premium insurance policies. In addition to the fees we receive from customers for insurance products and similar, we may also separately receive fees from the providers of financial products for acting as a sales agent.
- We are working to provide information that enables customers to select products that meet their needs in relation to these fees. For example, when similar products have differing fees depending on face-to-face or remote services, selected currencies or courses, or other factors, we provide the reasons and the breakdown of fees in an easy-to-understand manner in our product brochures.
- We strive to include easy-to-understand explanations on fees for our financial products in the forms provided prior to the conclusion of contracts, in prospectuses, and in assorted pamphlets.

### Overview of investment trust fees



### Services and fees

Transaction stage	Fees		Examples of services provided <sup>14</sup>
	Investment trust	Single premium insurance	
At time of purchase	Upfront fee	Agent fee <sup>13</sup>	<ul style="list-style-type: none"> <li>◆ Provision of market-related information so that customers can select products that meet their needs and so that they can make appropriate decisions in asset management</li> <li>◆ Confirmation of the customer's investment experience and goals, their financial assets, etc.; proposal of appropriate products that meet the needs of the customer considering the customer's point of view and risk involved in investment; provision of easy-to-understand explanation about important matters</li> <li>◆ Administrative procedures related to product sales (contracts)</li> </ul>
Throughout holding period	Investment management expenses <sup>12</sup>		<ul style="list-style-type: none"> <li>◆ Provision of information that helps the customer make appropriate investment decisions, in light of changes in the business environment surrounding the customer and the status of the customer's investments</li> <li>◆ In the case of investment trusts: Delivery of various documents such as investment reports, payment of dividends and redemptions, advice on cancellation procedures, etc.</li> </ul>

12. The fees Mizuho receives from customers as a distributor. Fees paid by customers in relation to investment trusts are not limited to the above. Please see the investment trust explanation (prospectus) and pre-contract documents (including prospectus supplementary material) for details on fees and expenses.

13. For single premium insurance, the insurance fee is paid by the insurance company to the sales agent, and the amount of the agent fee does not directly affect the amount paid by the customer.

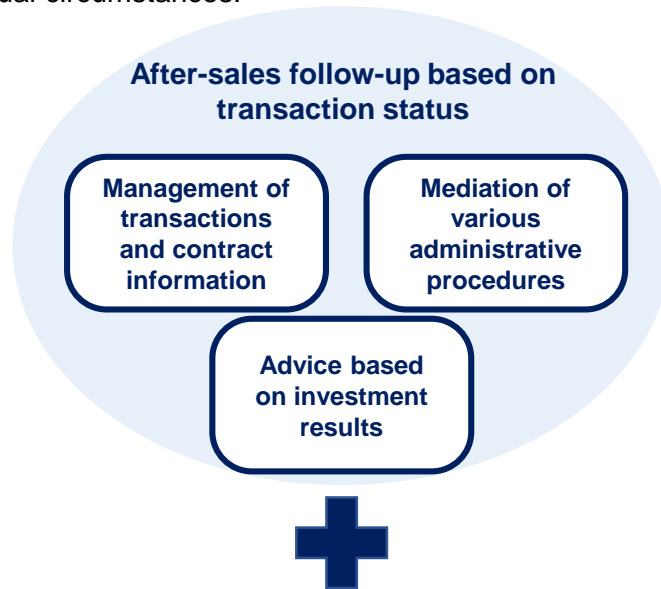
14. The above are merely examples and do not necessarily apply to all customers.

**FY2021 progress and key performance indicators (KPIs)**  
- Sales -

## 7. Follow-up and monitoring

### After-sales follow-up system tailored to customers

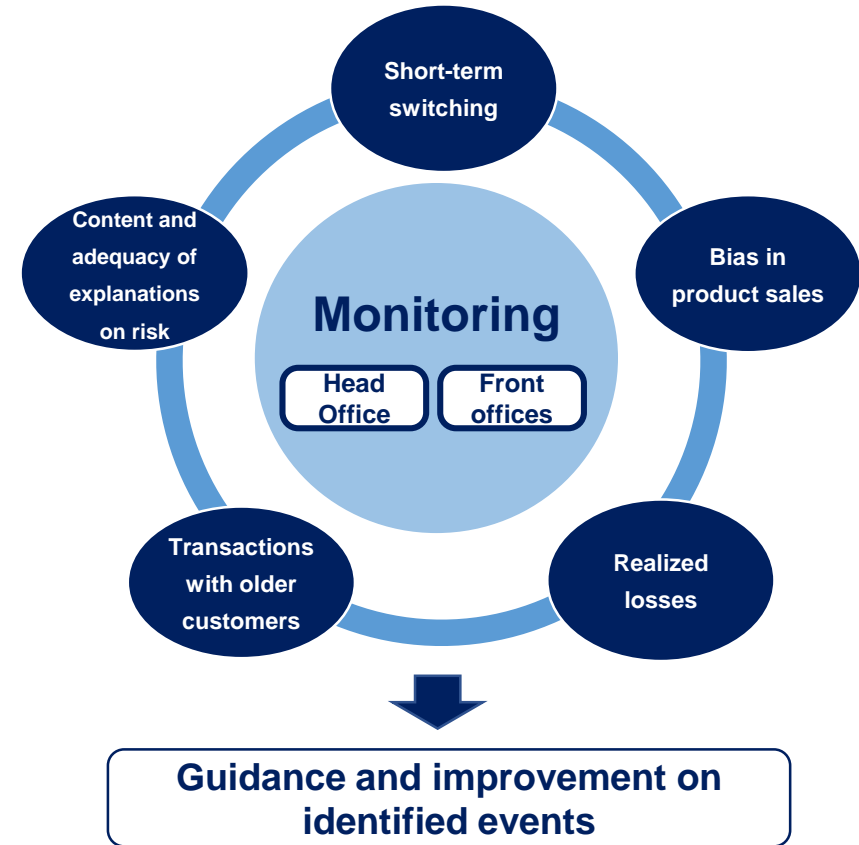
In addition to after-sales support providing information based on the status of customers' transactions, Mizuho has established and implemented rules at each company (BK, TB, and SC) so as to carefully implement after-sales support in the case of sudden changes in rates and market trends and in accordance with individual circumstances.



- We send customers easy-to-understand notifications of their current assets, market conditions, and future prospects on a regular schedule set by product and when certain events such as losses occur.
- We undertake more detailed and continuous follow-up with older customers.

### Focused and systematic monitoring

We conduct monitoring at both Head Office and front offices, focusing on face-to-face sales, and undertake thorough guidance and improvement for identified events in order to ensure we are offering and selling financial products and services suitable for our customers.



# FY2021 progress and key performance indicators (KPIs)

## - Sales -

## 8. Serving older customers

BK TB SC

### Main initiatives in FY2021

- We have established a system to respond appropriately and in a timely manner to older customers by unifying the sales rules for investment management products throughout the group.
- We have established a system to verify appropriateness and implement review through the results of after-sales follow-up and regular monitoring.

	Customers age 75 or older	Customers age 85 or older
Products eligible for proposal	<ul style="list-style-type: none"> <li>■ We sell a limited selection of products.</li> </ul>	<ul style="list-style-type: none"> <li>■ As a general rule, we refrain from soliciting.</li> <li>■ We offer a limited selection of products to customers who can have their family members present.</li> </ul>
Confirmation by supervisors, etc.	<ul style="list-style-type: none"> <li>■ Supervisors meet with customers in advance and accept orders.*</li> <li>* This applies to the orders accepted from customers over 80 years old.</li> <li>■ Employees other than those that accepted the order or supervisors may contact the customer to confirm the contract according to the situation of the application.</li> </ul>	
Accompaniment by family	<ul style="list-style-type: none"> <li>■ We require family to be present for proposals.</li> </ul> <p>(When family members are not present, we may call the family members to confirm.)</p>	
Other Applies to customers under age 75	<ul style="list-style-type: none"> <li>■ Solicitation of customers who fall under any of the following categories is <b>prohibited</b>. <ul style="list-style-type: none"> <li>✓ Customers living in (1) nursing homes (assisted living facilities), (2) long-term care facilities, and (3) long-term care medical facilities</li> <li>✓ Customers who may have dementia, based on information from care providers and relatives</li> </ul> </li> <li>■ We <b>refrain</b> from soliciting customers who fall under any of the following categories. <ul style="list-style-type: none"> <li>✓ Customers receiving home nursing care, even when they are at home</li> <li>✓ Customers who are hospitalized (due to impaired judgment)</li> <li>✓ Customers who have undergone noticeable changes in behavior, such as impaired judgment due to medical treatment (side effects from medication and other factors)</li> </ul> </li> </ul>	



# FY2021 progress and key performance indicators (KPIs)

## - Sales -

## 9. Information and seminars (1)

BK TB SC

### Main initiatives in FY2021

- Mizuho provides content on our website that enables the public to learn about asset formation and asset management. We also post about and accept reservations for seminars.
- In addition, in cooperation with Zuu, we run an investment education site targeted at beginners and at those who simply want to learn more about investment, and we publish various articles under the slogan, "An easier way to learn about finance and economics".

### Main content

- Columns on finances to enable people to enjoy their lives in an age of longevity BK



- Organizing an event to learn from the basics of asset formation with the theme of "Taking a week to learn about your future finances" BK

ゲストも登場！みずほ銀行がお届けするオンラインセミナー

みずほ銀行 \ 2021 /  
**おかねアカデミーWEEK**  
 ～あなたの未来のお金を学べる1週間～

- Collaboration outside Mizuho BK  
 Placing an advertisement in Oggi magazine as a trigger to start asset formation



Oggi reprinted  
(Distributed in branches  
from April 2022)

- Wide range of financial content for beginners and those who simply want to learn more SC

金融と経済の知識をもっと身近に  
**お金のキャンパス**  
 Sponsored by みずほ銀行

# FY2021 progress and key performance indicators (KPIs) - Sales -

## 9. Information and seminars (2)

### Main content

SC

#### Mizuho Securities market and investment trust information service



Providing market and investment information via Line to Mizuho Securities Net Club members

- ✓ **Market information (3 times a day)**  
Send out Tokyo Stock Exchange (open/close) and New York Stock Exchange market information at a fixed time every day
- ✓ **Investment Trust Information (up to 20 stocks)**  
Regularly provide information such as net asset values and dividends for registered funds



#### Mizuho Securities official YouTube channel



Mizuho Securities analysts deliver investment information on YouTube

# FY2021 progress and key performance indicators (KPIs) - Sales -

## 10. Personnel development (1)

BK TB SC

### Main initiatives in FY2021

- At Mizuho, in addition to internal training, we are working to raise awareness of fiduciary duties by having executives regularly send messages to relationship managers.
- Relationship managers' fiduciary duty performance is visualized and returned to their front offices.

### Executive messages

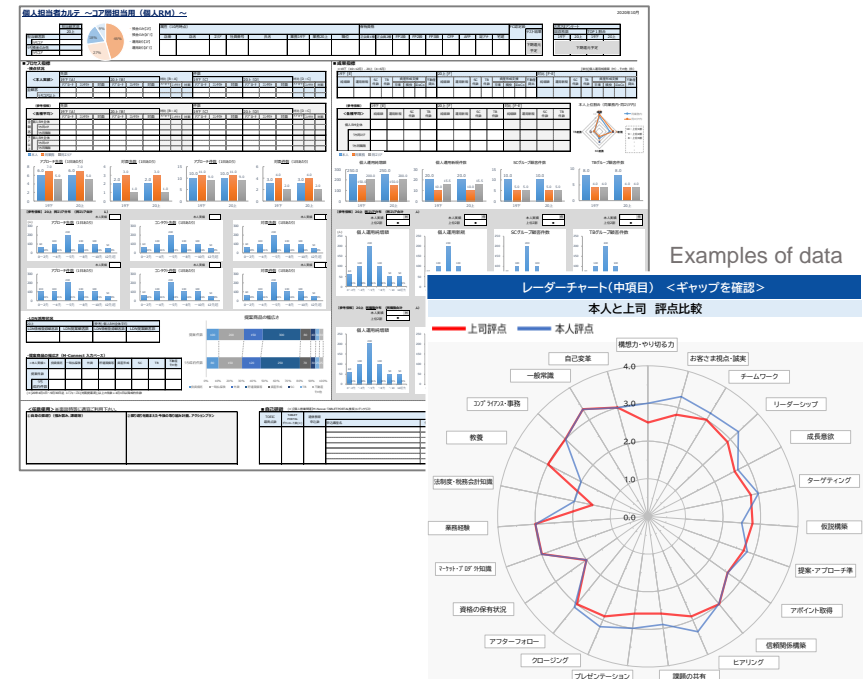
Example message

そもそも	1. 競争は「見事に勝つ」ことだけが、正しい。 スポーツでもゲームでもルール違反に勝利なし。競争は、「ルールに則して」が前提。
熱意	2. 営業社員に求めるのは、「顧客に会って対話する（コンサルティング）」熱意。 一を聞いて十を知るのが人間力（ハートセンサー）。“AI”は、百万回教えられ一を学ぶ。
つまり	3. FDは、立派な企業の必要条件ではない。 その上で、大きく利益を上げていないと十分条件は満たせない。 企業の大きな発展に必要なのは、「道徳」（渋沢 栄一）/経済なき道徳は寝言である（二宮 尊徳）
ところで	4. FDを追求できる業種は、何がある？ 証券経営を取り巻く環境・条件（株価/金利/為替レート等）は、全て同一、チャンスも同一。 違いを生むのは、「プロの倫理観」=コンサルティング力と経営力。
プロ	5. “顧客の最善の利益”・“顧客本位”・“顧客にふさわしい” ⇔ “顧客の満足”・“顧客の喜び”。 目先の利益を捨ててNOと言える勇氣・「プロの倫理観」が試される。 ※上医/中医/下医（貝原 益軒）

FDが我々に要求するのは、「知識=専門性」と「心の汗=熱意」

### Visualization of relationship managers' performance

Visualize relationship managers' fiduciary duty performance and regularly share with front offices to promote higher level initiatives.



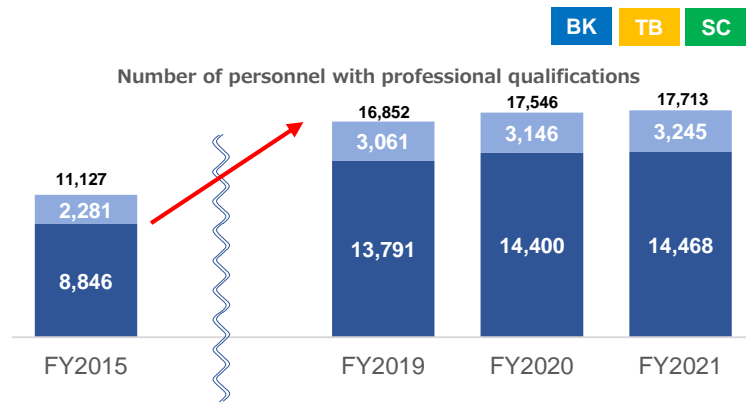
# FY2021 progress and key performance indicators (KPIs) - Sales -

## 10. Personnel development (2)

BK TB SC

### Main initiatives in FY2021

- At Mizuho, we perform our fiduciary duties through appropriate consulting with clients. We certify relationship managers who have received high support as Client First Meisters (CFM) and recognize them on our website.
- In fiscal 2021, we selected 6 BKs, 3 TBs, and 4 SCs. (TB began using this system in fiscal 2018 and SC in fiscal 2020).
- We have positioned the qualification as a necessary requirement for the practice of consulting sales and are promoting the acquisition.
- We are encouraging relationship managers to improve their abilities by providing a system that allows them to constantly upgrade their skills and acquire new knowledge through extensive training.



Light: Financial Planning Test Rank 1 holders  
 Planner, securities analyst, senior securities analyst, etc.  
 Dark: FP2 equivalent: FP2, Affiliated Financial Planner, primary private banker, etc.



Badge for Financial Planning Test Rank 1 holders

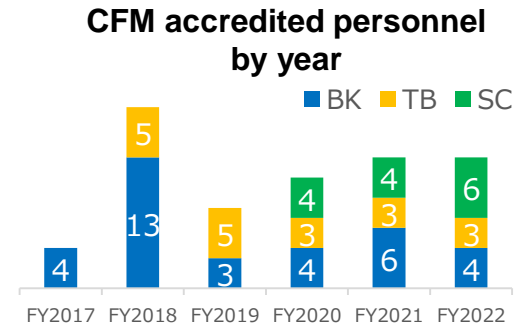


CFM badge

By distributing special badges, we are able to visualize the efforts of each relationship manager.



Recipients are posted on our website.



### Full training system

BK

- Training programs that contribute to the improvement of individual expertise, focusing on priority areas
- In line with changes in work and lifestyle behavior, courses are held in a way that allows employees to take them at any time or place, even when working from home.

108 courses

8,837 participants



**FY2021 progress and key performance indicators (KPIs)**  
- Sales -

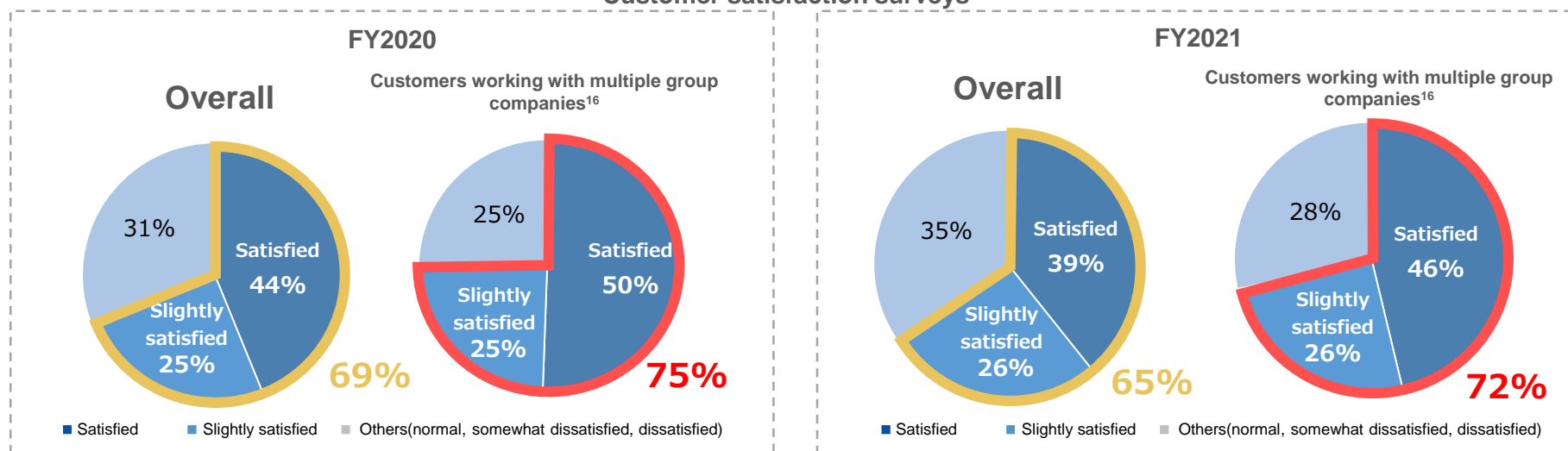
# 11. Customer evaluations

BK TB SC

## Main initiatives in FY2021

- In addition to various customer satisfaction surveys that we have been conducting for some time, we are also continuously conducting customer satisfaction surveys on our implementation of fiduciary duties in order to assess customer satisfaction in asset management related operations.
- We also ask about the degree of satisfaction with individual items such as "accurate advice according to life planning and financial objectives," "easy-to-understand explanations about the structure of asset management products, risks, and fees," and "customer service from the customer's perspective at all times." The survey results are used to further improve the level of various products, services, and proposal methods.
- We also employ a research company to conduct a survey on our ability to provide services relative to other banks.
- We will continue to make full use of the group's comprehensive strengths to provide comprehensive asset consulting services through the provision of various types of information and after-sales follow-up, and strive to improve customer satisfaction through initiatives to improve products and services utilizing customer opinions.

Customer satisfaction surveys <sup>15</sup>



We have received a higher level of satisfaction from customers who do business with multiple Group companies.

<sup>15</sup> Sum of results of customer satisfaction surveys conducted at BK, TB and SC (BK and TB indicate overall satisfaction with person in charge, and SC indicates overall satisfaction with the company).  
<sup>16</sup> Satisfaction of customers whom BK has introduced to TB or SC.



FY2021 progress and key performance indicators (KPIs)  
- Sales -

12. External assessments (1)

FG BK TB SC

We have been highly appraised by external investment research companies with regard to our fiduciary duties.

R&I Customer-Oriented Investment Trust Sales Company Evaluation

FG BK TB SC

- In fiscal 2021, as a result of our fiduciary duty initiatives, Mizuho Financial Group, Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities earned an S+ score for two consecutive years in Rating & Investment Information (R&I)'s Customer-Oriented Investment Trust Sales Company Evaluation. This was the highest score among the companies evaluated.<sup>17</sup>



Poster



Customer satisfaction overall ranking

TB

- Mizuho Trust & Banking was chosen No. 1 in the overall customer satisfaction ranking in the 17th Nikkei Financial Institutions Ranking.<sup>18</sup>
- In terms of product categories, ability to provide solutions/make proposals and reliability received particularly high ratings.
- As a result, we have been ranked in the top three for four consecutive years (1st in 2017, 1st in 2018, 3rd in 2019, 1st in 2020).



17. The R&I Customer-Oriented Investment Trust Sales Company Evaluation ("this evaluation") represents R&I's opinion on the "customer-oriented business operations" initiatives of sales companies engaged in the investment trust sales business, and is not a statement of fact. The information used by R&I in conducting this evaluation is deemed to be reliable by R&I at its discretion, but R&I does not independently verify the accuracy of such information. In addition, R&I and others do not guarantee the accuracy and completeness of the information, and do not recommend the purchase, sale or holding of specific products or guarantee future performance. All intellectual property rights such as copyrights related to this evaluation and all other rights belong to R&I and are prohibited from reproduction or reprinting without permission. The evaluation of Mizuho Financial Group combines the evaluations of Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities.

18. Published in Nikkei Veritas on March 7, 2021

# FY2021 progress and key performance indicators (KPIs)

## - Sales -

## 12. External assessments (2)

BK SC

- Mizuho Securities Co., Ltd. has received the CRM Best Practices award (for the fifth consecutive year), the five star HDI Contact Rating, and the three star HDI Web Support Rating (for the fifth consecutive year). We have also obtained renewed certification for the COPC Customer Experience Standard CSP Certification<sup>19</sup> (five consecutive years).
- Mizuho Bank has received three star HDI Contact Rating (for the third consecutive year) and the three star HDI Web Support Rating (for the fifth consecutive year).


### Performance on customer-centric management

**CRM**
SC

✓ Received the CRM Best Practices Award five years in a row


FY2017

Model for realizing active management from the customer's perspective




FY2018

Advanced sales model




FY2019

Customer change and response model




FY2020

Advanced model for face-to-face sales using data



FY2021

Long-term perspective CRM model across generations





- The CRM consult Association<sup>20</sup> receives the "Companies, government offices, and organizations that have built relationships with customers from the perspectives of strategy, operations, and organization and are achieving results with the aim of realizing customer-centered management" award for the fifth consecutive year.

### Improving customer service quality: call center

**HDI**
SC

✓ Received a rating of five stars

- Received an assessment from HDI-Japan based on the international accreditation of support centers and was recognized as a center that can truly contribute to business both domestically and internationally

**COPC**
SC


✓ Acquisition of COPC Customer Experience Standard certification for five consecutive years



- Obtained the international quality assurance standard from COPC (US) for our contact center operations; only awarded to organizations with outstanding performance

**Contact Center Awards**
SC

✓ Best Operations Award



コンタクトセンター  
アワード 2021

Center of Excellence

- Received the top prize in the "People" category at the Contact Center Awards 2021, following the top prize in the "Operations" category the previous year

19. COPC Standard: A global standard quality assurance standard adopted by more than 1,600 companies in 75 countries worldwide. This standard is provided only to organizations that have achieved an extremely high level of customer satisfaction and a systematic operation to achieve this in customer contact operations such as contact centers. This certification is issued by COPC of the United States for organizations that have been able to achieve and maintain a high level of performance based on indicators such as the speed and accuracy of service provision to customers and the efficiency of business operations.

20. CRM Association: An open, non-profit membership organization that took over the activities of the CRM Council, which was established in April 2000. The organization was established on October 1, 2009, and since then has conducted research and pursued the true ideal of "customer-centric management" in Japan (Customer Centric Relationship Management (CCRM) with the cooperation of users, vendors, and academics).

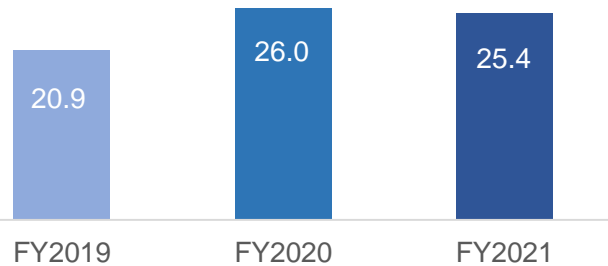
## FY2021 progress and key performance indicators (KPIs) - Sales -

### 13. Balance of investment products

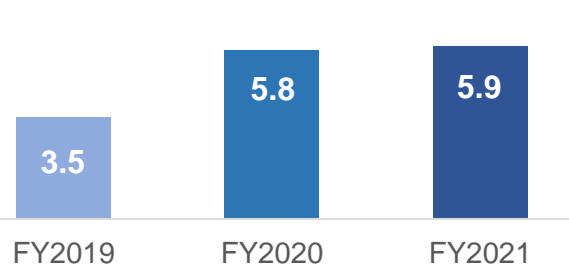
BK TB SC

- The balance of investment products is on an increasing trend due to the growth of the global economy and with global equity strategy. However, on a market-value basis, this was JPY 25.4 trillion, a slight decrease from the end of the previous fiscal year, primarily because of market modulation due to the situation in Ukraine and the U.S. interest rate hikes in February 2022.
- With regard to the balance and net increase in equity investment trusts and the number of customers using Mizuho's asset formation-focused products (BK & SC), the number of products and customers that realize long-term, diversified, and continual investment, including installment-type investment trusts, is steadily increasing due to our efforts to provide information, web-based seminars, and other services through non-face-to-face channels.

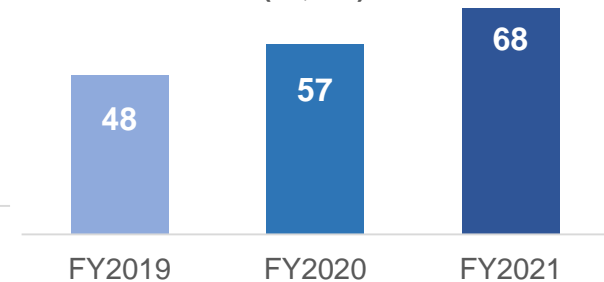
Assets under management<sup>21</sup>  
(JPY trillion)



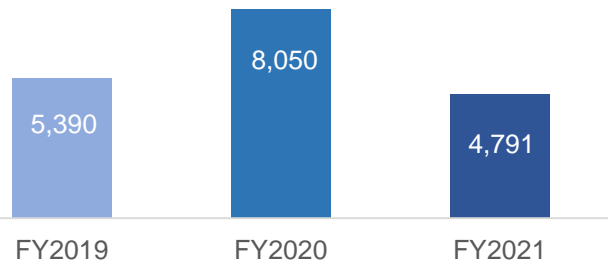
Equity investment trust balance<sup>22</sup>  
(JPY trillion)



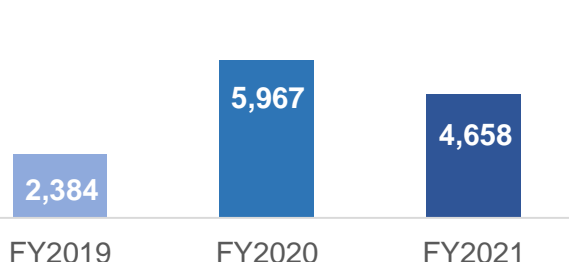
Number of customers using Mizuho's asset formation focused products<sup>23</sup> (BK & SC)  
(10,000)



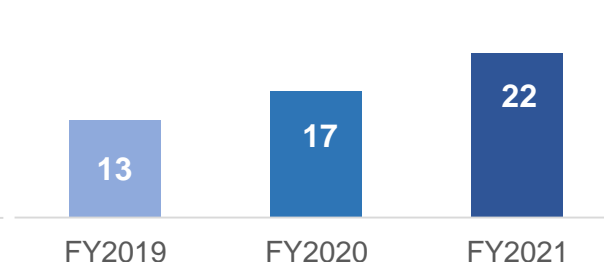
Net increase in investment products  
(JPY 100 million)



Net increase for equity investment trusts<sup>22</sup> (JPY billion)



Installment-type investment trust uses (10,000)



<sup>21</sup> . The number of customers using Mizuho's investment products was 2.27 million in FY2019 and 2.3 million in FY2020, and 2.29 million in FY2021 (excluding MRF [money reserve funds] with a balance of less than JPY 10,000 at Mizuho Securities).

<sup>22</sup> . Excluding fund wrap only investment trusts

<sup>23</sup> . The number of customers using Mizuho's asset formation-focused products is the total number of holders of level-payment insurance, individual annuities, and savings investment trusts at BK and SC.



# FY2021 progress and key performance indicators (KPIs)

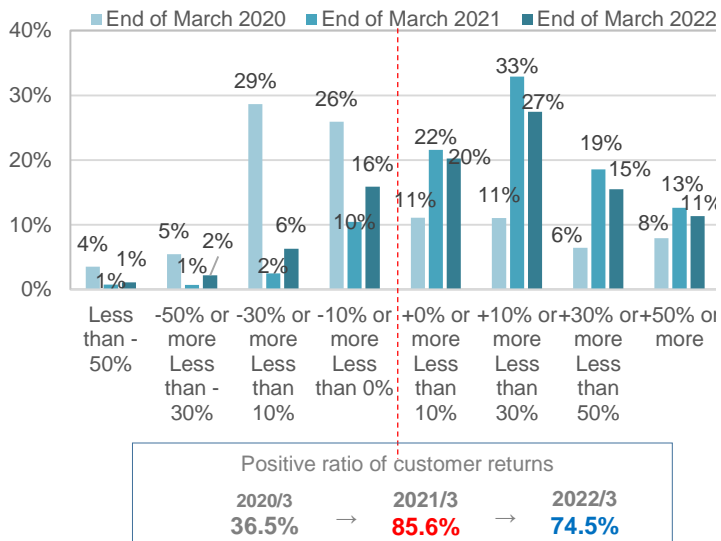
## - Sales -

### 14. Status of customer assets

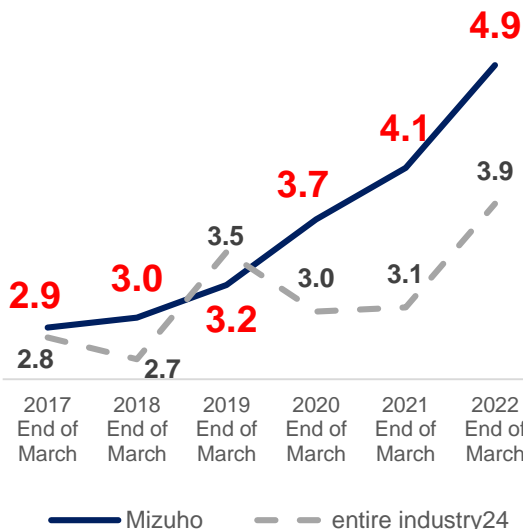
BK TB SC

- In order to ensure that clients with investment products receive stable returns over the medium to long term, Mizuho makes proposals that contribute to long-term, diversified, and continual investment.
- We publish the ratio of customers receiving different percentage ranges of returns for investment trusts so as to provide more specific information on the status of our customers' investment profit/loss.
- The average holding period for investment trusts indicates the status of asset management practices that contribute to long-term, diversified, and continual investment.
- This section also presents the balance and gains and losses of global equity funds under our global equity strategy.

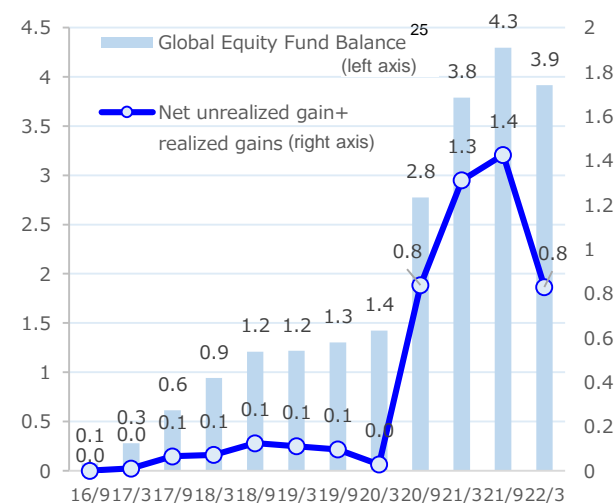
Ratio of customers receiving different percentage ranges of returns for investment trusts



Average holding period of investment trusts



Global equity fund balance (JPY trillion)



- The profit/loss of our customers is on a largely positive trend based on the growth of the global economy through our global equity strategy, but as of March 31, 2022, profit has declined from the previous year due to the impact of the Ukraine situation, among other factors.

- Our commitment to asset management proposals that contribute to long-term, diversified, and continual investment has led to our customers holding their investment trusts for longer.  
FG: 4.9 years, BK: 4.6 years, TB: 4.6 years, SC: 5.1 years (As of March 31, 2022)

- As a result of our global equity strategy, the balance of these funds has been steadily increasing, but due to the situation in Ukraine, both market value and unrealized and realized gains have declined in March 2022.

24. Industry average Compiled from data published by The Investment Trusts Association, Japan.

25. Balance of 16 funds selected by Mizuho based on our global equity strategy.

## FY2021 progress and key performance indicators (KPIs)

-Asset management / product development-

## 1. More sophisticated asset management (1)

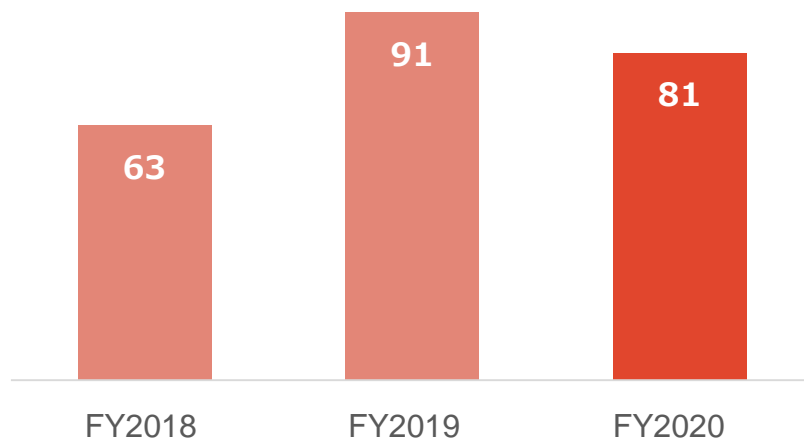
One

## Main initiatives in FY2021

## ■ Strengthen asset management capabilities

- Asset Management One Co monitors the number of funds listed with a rating of 4 stars or higher in the Fundmark<sup>26</sup>, an investment trust performance report provided by Nomura Research Institute, as a KPI as part of our efforts to strengthen our asset management capabilities.
- The number of funds with a rating of 4 stars or higher, especially in the equity and balanced categories, declined from the previous year due to the short-term deterioration in market conditions, but the percentage with a rating of 4 stars or higher (35%) was higher than the overall average (33%).
- By strengthening our strengths in such areas as overseas equities and balanced funds, we aim to provide clients with more funds with good performance.

Number of funds with a rating of 4 stars or higher



Number of funds with a rating of 4 stars or higher by investment asset

	FY2019	FY2020	FY2021
Japanese equities	21	24	21
Global equities	10	13	9
Japanese bonds	0	2	2
Global bonds	16	20	26
Balance	16	30	22
Japanese REITs	0	2	0
Global REITs	0	0	1
<b>Total</b>	<b>63</b>	<b>91</b>	<b>81</b>

26.

Fundmark is an investment trust performance evaluation report provided by Nomura Research Institute, Ltd. Based on its own research, Nomura Research Institute, Ltd. classifies investment trusts (Fundmark classification: approx. 300 classifications) according to their investment policies and actual investment conditions. Within the same classification, investment trust performance is assessed in a bilateral way, and a five-point ranking is announced using a ranking and star rating.

URL: <https://www.nri.com/jp/knowledge/report/lst> (Japanese only)

Fundmark is an analysis of historical data and does not guarantee future performance. The purpose of Fundmark is to provide information that will serve as a reference for investment decisions and asset management, and not to solicit investments. Any part of Fundmark, its copyright, intellectual property, or any other rights belong to Nomura Research Institute, Ltd. or its licensor, and reproduction, quotation, reprint, or transfer, etc. for any purpose, whether electronic or mechanical, is prohibited without permission.

• Compiled by Mizuho Financial Group based on materials provided by Nomura Research Institute.

FY2021 progress and key performance indicators (KPIs)

-Asset management / product development-

# 1. More sophisticated asset management (2)

One

## Main initiatives in FY2021

As part of our responsible investment initiatives, we at Mizuho believe that giving appropriate consideration to ESG and other factors, as well as encouraging the sustainability of the companies in which we invest and the improvement of corporate value, will positively contribute to the expansion of client investment returns in the medium to long term and lead to the sustainable development of society.

### ■ Enhancement of engagement activities

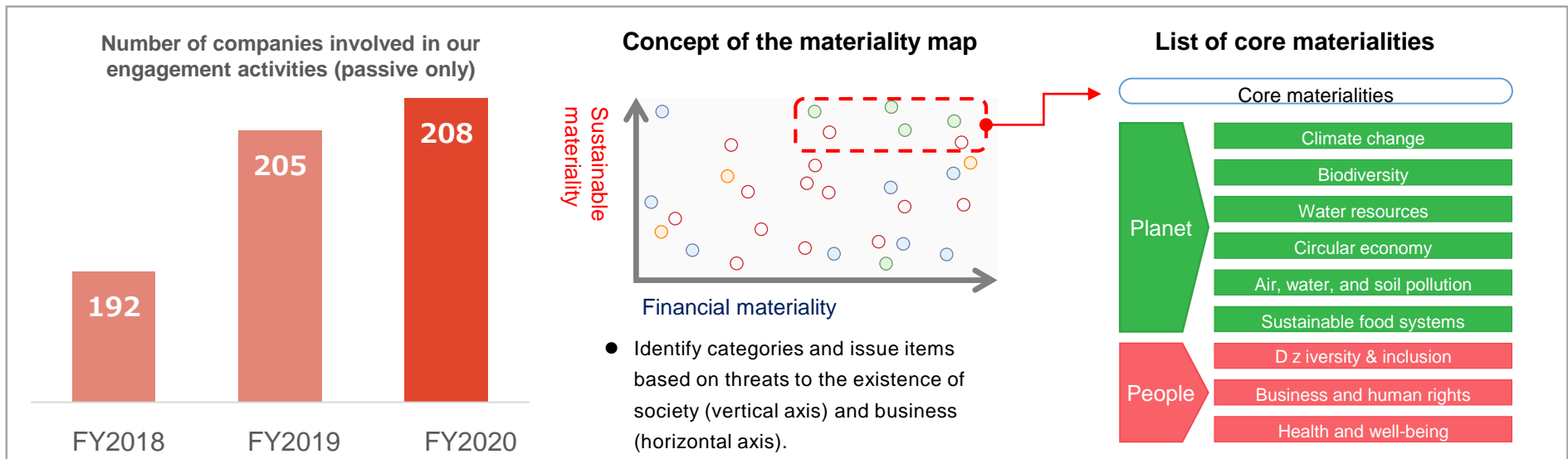
- Asset Management One engages in effective engagement with investee companies with the aim of improving corporate value and raising the overall market level over the medium to long term. In engagement associated with passive fund management in particular, we are effectiveness by setting unique ESG challenges, preparing detailed materials, and carefully managing milestones, in order to facilitate the improvement of corporate value over the medium- to long-term.

### ■ Formulation of the materiality map

- Asset Management One has identified a set of global environmental and social issues of particular importance as core materialities, which are reflected in engagement and investment decisions and applied to a wide range of business activities.

(Reference) Asset Management One Sustainability Report 2021

[http://www.am-one.co.jp/img/company/47/sustainability\\_report\\_j.pdf](http://www.am-one.co.jp/img/company/47/sustainability_report_j.pdf) (Japanese only)



FY2021 progress and key performance indicators (KPIs)

-Asset management / product development-

## 2. Development and improvement of investment products

One

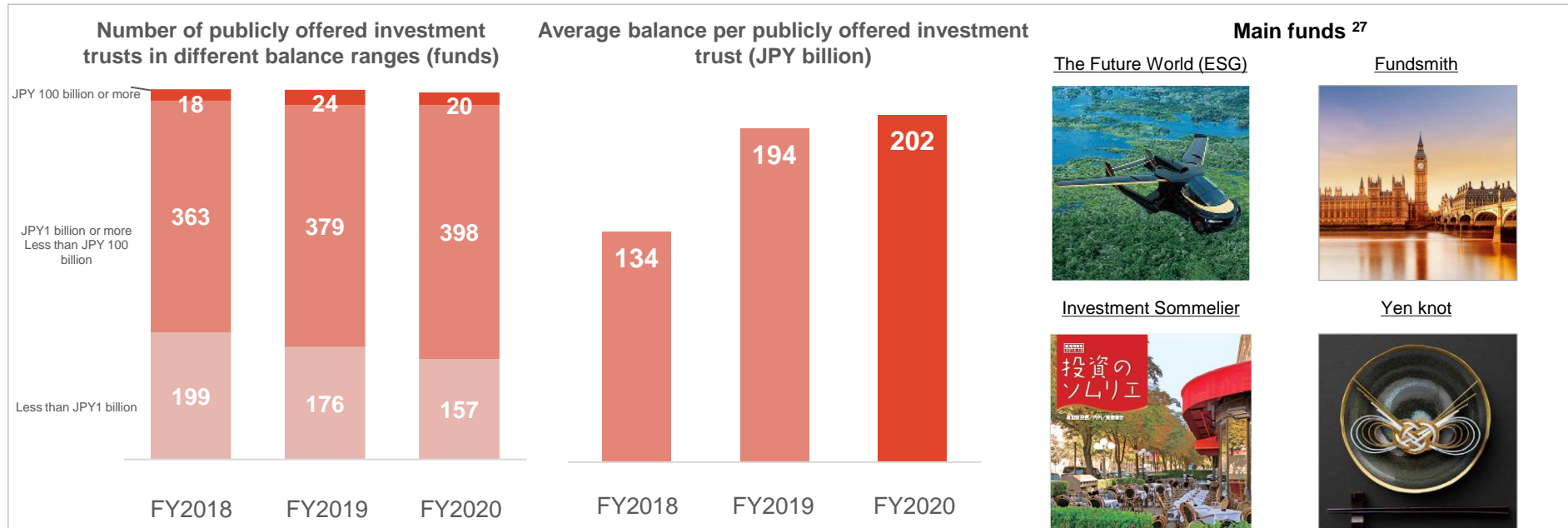
### Main initiatives in FY2021

#### ■ Product governance

- In general, an inability to maintain an appropriate fund size may lead to a decline in investment efficiency. Asset Management One is implementing product governance so as to build an optimal product lineup that will enable us to deliver the best products to our customers, including consideration of improvements of products that are not delivering adequate performance and reimbursement as necessary.
- In addition, Asset Management One has reviewed trust fees and performed redemption and standardized trust fee rates for index funds that aim to achieve results linked to the same benchmark in specific channels.

#### ■ Product development to meet diverse customer needs

- We will work with our distributors to develop and provide products that meet the needs of our customers for asset formation and long-term investment.



27. This material is provided for informational purposes only and is not intended to solicit investment from investors.



FY2021 progress and key performance indicators (KPIs)

-Asset management / product development-

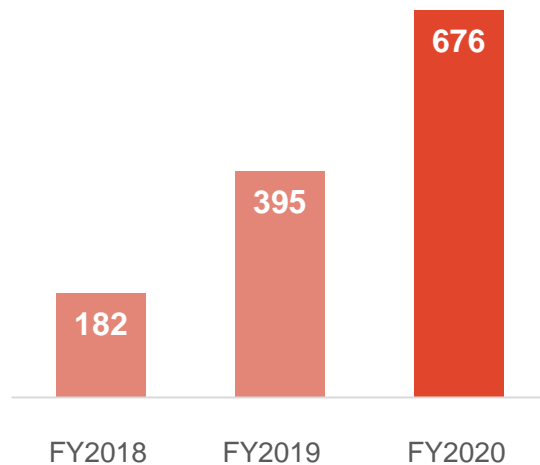
# 4. Provision of information and services

One

## Main initiatives in FY2021

- Providing information and services from customer-centric perspective
  - Asset Management One has worked to provide information and services tailored to the perspectives of individual customers by enhancing the asset formation content of its website and by holding seminars in a non-face-to-face format.
  - We are also working to enhance the provision of materials and information that are easy to understand and that reflect the customer's perspective. In particular, we have expanded the disclosure of information on our sustainability efforts, including explanations of products in ESG-related funds and initiatives related to NZAM.<sup>28</sup>
- Displaying expected customer attributes
  - From the viewpoint of customer protection, Asset Management One sets prospective customers' attributes for each product and describes them in the material information sheet.

Number of website views (10,000)



Examples of seminars for individual customers



- We introduced products with strong downside resistance, placing importance on stability to support novice investors, with a view to improving investment efficiency.

Examples of initiatives concerning information materials

Expansion of information provision



- Material information sheet that describes prospective customer's attributes

Easy-to-understand material



- We received the UCDA Award 2021 "Ease of Understanding Award"<sup>29</sup> for the design of information materials.

28. Net Zero Asset Managers initiative

29. This award system is operated by the Universal Communication Design Association (UCDA), a general incorporated association, and is designed to recognize outstanding communication designs through objective evaluation by third parties using standards developed based on the collective knowledge of industry, academia, and consumers of various information media provided by companies (organizations) and governments to consumers.



FY2021 progress and key performance indicators (KPIs)

-Asset management / product development-

# 5. Governance framework

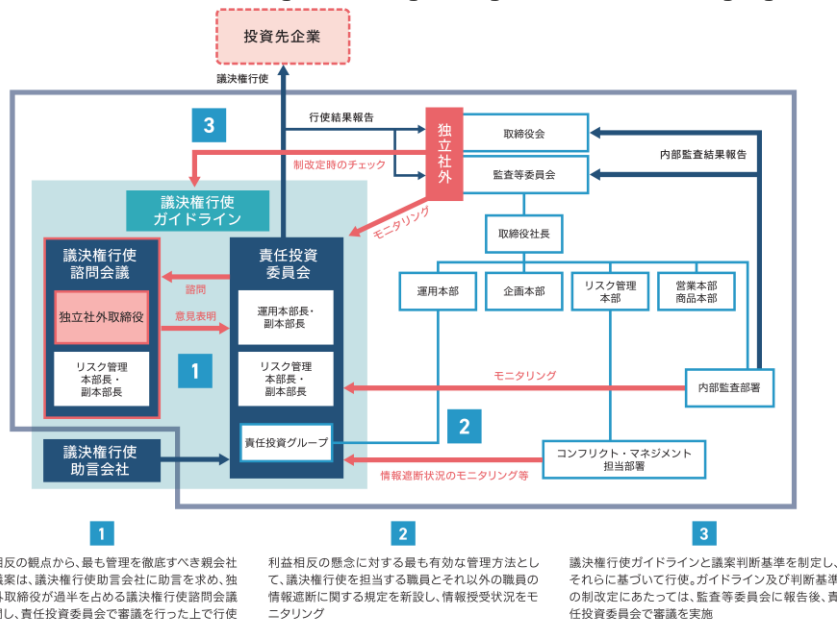
One

## Main initiatives in FY2021

### ■ Establishment of governance system and fulfillment of functions

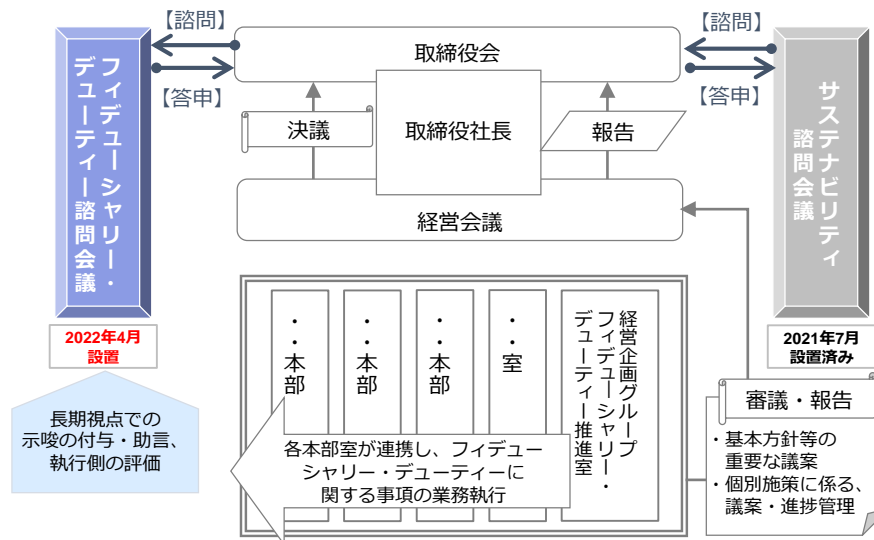
- Asset Management One strives to ensure and maintain appropriate management independence from group companies through the governance functions of the Board of Directors, Audit & Supervisory Committee, Executive Management Committee, and other business policy committees.
- We have also established a system to appropriately determine and manage the exercise of voting rights in investee companies where there is a risk of conflict of interest with a parent company.
- By establishing our Fiduciary Duty Advisory Council, we will obtain recommendations and advice from external experts from the customer's perspective, strengthen fiduciary duty governance via the Board of Directors, and pursue the best interests of our customers.

### Conflict of interest management regarding exercise of voting rights



Asset Management One exercise of voting rights  
<http://www.am-one.co.jp/english/information/voting/>

### Fiduciary duty promotion framework



Asset Management One: Establishment of the Fiduciary Duty Advisory Council  
[http://www.am-one.co.jp/pdf/news/277/220401\\_AMOne\\_newsrelease\\_J2.pdf](http://www.am-one.co.jp/pdf/news/277/220401_AMOne_newsrelease_J2.pdf)

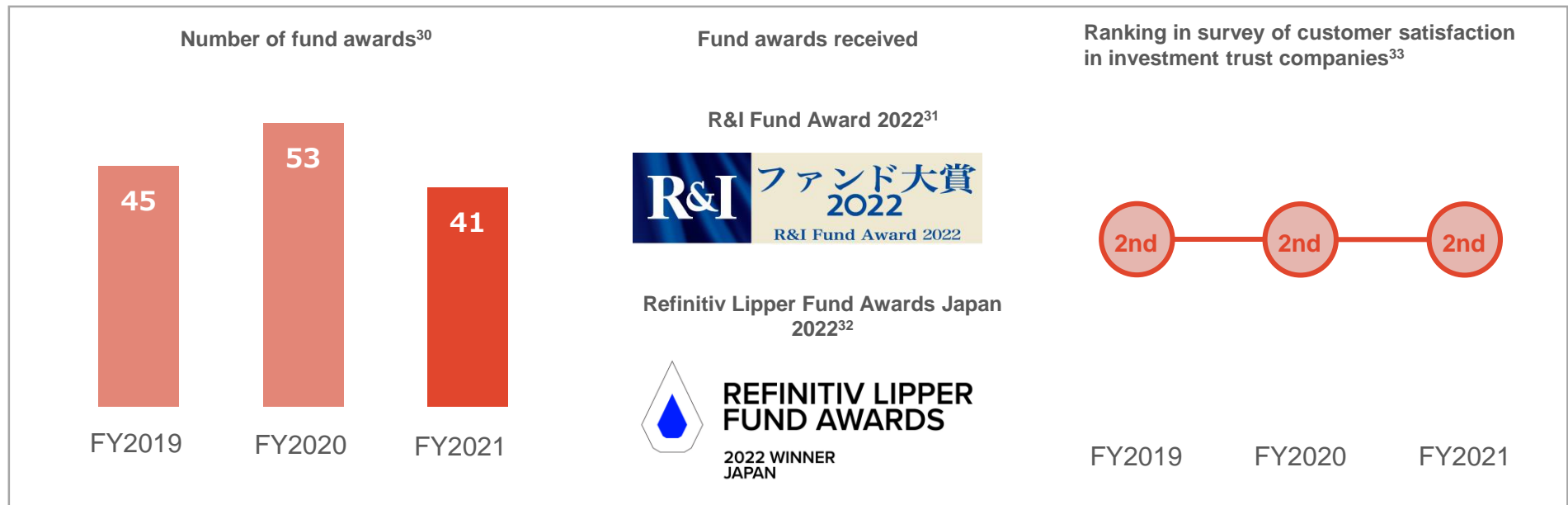
## 6. Third-party evaluation

One

### Main initiatives in FY2021

#### ■ Positive evaluation by third parties

- We received 41 fund awards. In the R&I Fund Awards 2022, we received the awards in a wide variety of asset classes mainly for funds investing in Japanese equities, where we have strong asset management capabilities. In the Refinitiv Lipper Fund Awards Japan 2022, we received a total of 17 best fund awards and the best company award in the category of fixed income for pensions.
- In a survey of customer satisfaction in investment trust companies, we ranked second in the overall evaluation and have continuously received high evaluations.



30. Number of fund awards received. Sources: Refinitiv Lipper, R&I, Morningstar.

31. R&I Fund Award 2022. [https://www.r-i.co.jp/investment/fund\\_award/index.html](https://www.r-i.co.jp/investment/fund_award/index.html) (Japanese only)

32. Refinitiv Lipper Fund Awards Japan 2022. <https://www.refinitiv.com/ja/rifa2022> (Japanese only)

33. Investment Trust Company Satisfaction Ranking: Compiled by Mizuho Financial Group from Rating & Investment Information. (R&I) "Fund Information" Nos. 314, 339, and 364.



## 7. Assets under management

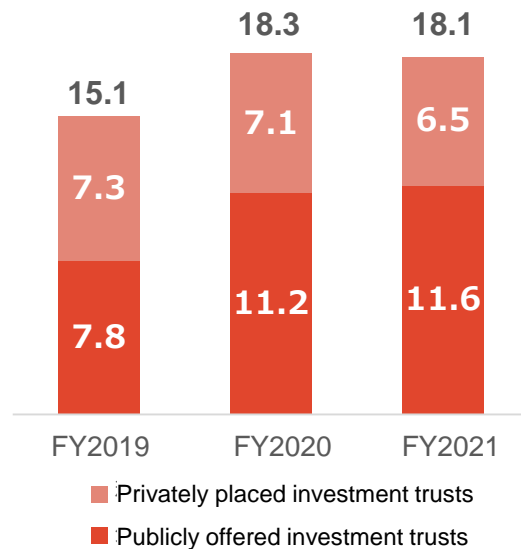
One
TB

### Main initiatives in FY2021

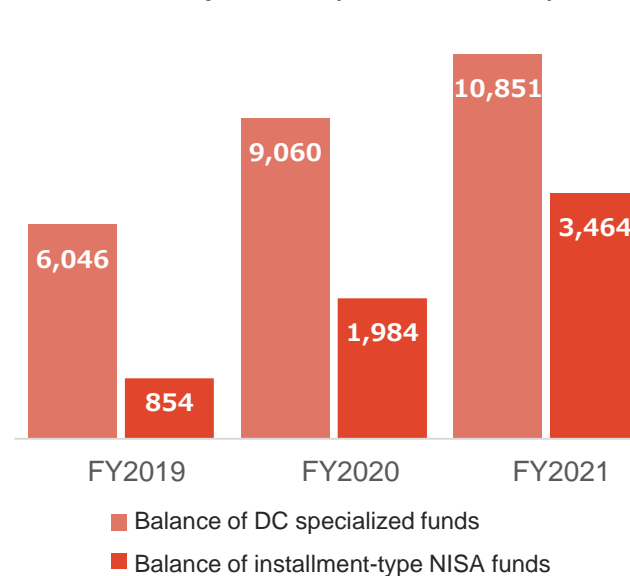
#### ■ Assets under management at each company

- The balance of investment trusts at Asset Management One is JPY 11.6 trillion for publicly offered investment trusts, and JPY 7.1 trillion for privately placed investment trusts, mainly invested in global equity and balanced funds.
- For long-term asset formation products, we are also working to provide products through defined contribution (DC), installment-type NISA, and other fund systems, and our balance of assets under management is steadily increasing.
- The balance of pension trust assets at Mizuho Trust & Banking is JPY 5.2 trillion. Through comprehensive consulting on pension plans and asset management, we are continuously accepting new transactions and additional trusts from clients.

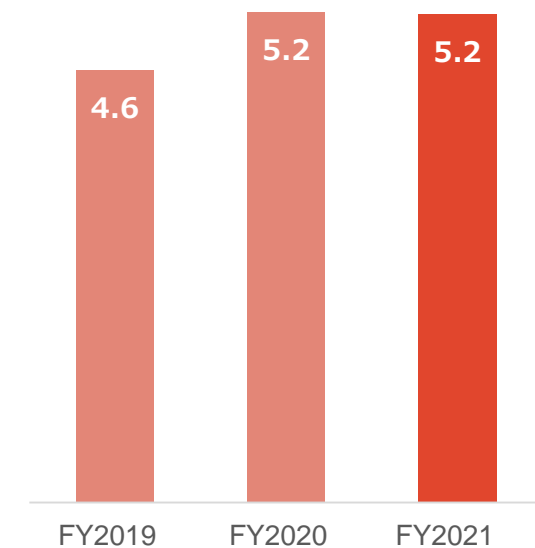
Balance of funds in publicly offered and privately placed investment trusts (JPY trillion)



Balance of asset formation-focused products (JPY 100 million)



Balance of pension trust assets (JPY trillion)



**FY2021 progress and key performance indicators (KPIs)**  
**- Asset administration -**

**1. Strengthening framework for offering asset administration services**

TB

**Main initiatives in FY2021**

■ Strengthening framework for offering asset administration services

Mizuho Trust & Banking is working to strengthen our framework for offering asset administration services by developing asset administration specialists and sales personnel expertise through education and training for bank employees and external seminars.

■ Improving service quality and developing new services

In cooperation with the Custody Bank of Japan, our outsourcing partner, we have enhanced our capability to improve the processing volume of derivatives transactions, and we have improved the quality of our services and operational services to meet customer needs, such as in paperless operations for various procedures in response to changes in the business environment, such as in telecommuting at client asset management firms.

■ Providing easy-to-understand information on asset management fees

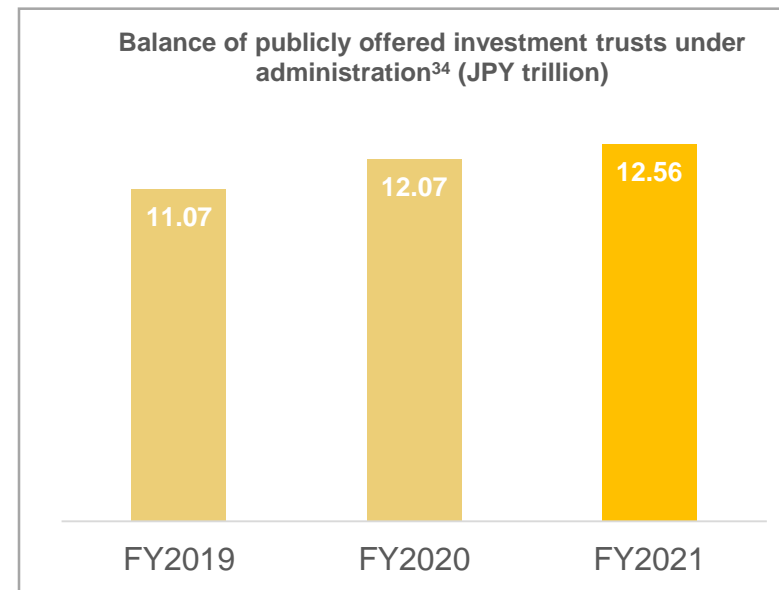
Fees are disclosed through prospectuses and investment reports prepared by the management company.

■ Information services

We continue to provide information that supports asset management, including information on regulatory trends and markets worldwide.

■ Balance of publicly offered investment trusts under administration

As of March 31, 2022, the balance of publicly offered investment trusts under administration was approximately JPY 13 trillion.



34. Balance of publicly offered investment trust principal for each fiscal year.

# FY2021 progress and key performance indicators (KPIs) - Group management policies -

## 1. Evaluating performance

FG BK TB SC

### Main initiatives in FY2021

#### ■ Evaluating performance

- Our system is designed on the concept of being customer-focused and doing what must be done in order to “think, act, and deliver”. It emphasizes fiduciary duties by incorporating customer evaluations and other measures.
- In order to prevent actions that go against fiduciary duties, such as promoting sales activities that disregard the interests of customers by placing too much priority on business performance within the company, we have established a system in which we take strict measures when such actions are discovered during business performance evaluations.

### Business performance evaluation system (priority items)

BK Award		TB Award		SC Award	
Quantitative items (50%)	<ul style="list-style-type: none"> <li>• Number of new investment customers</li> <li>• Net increase in retail investment</li> <li>• Acquisition of new group customers</li> <li>• Number of asset formation products acquired</li> <li>• Operating profits</li> </ul>	Quantitative items (70%)	<ul style="list-style-type: none"> <li>• Net increase in retail investment</li> <li>• Provision of succession consulting functions</li> <li>• Expansion of transactions, acquisition of customers of the group companies</li> <li>• Gross profits</li> </ul>	Quantitative items (50%)	<ul style="list-style-type: none"> <li>• Asset introduction</li> <li>• Net increase in equity investment trusts and fund wraps</li> <li>• Acquisition of new customers</li> <li>• Acquisition of new group customers</li> <li>• Revenue</li> </ul>
Qualitative items (50%)	<ul style="list-style-type: none"> <li>• Evaluation of fiduciary duty initiatives</li> <li>- Building trust from customers, consultation status</li> <li>- Personnel development, etc.</li> </ul>	Qualitative items (30%)	<ul style="list-style-type: none"> <li>• Evaluation of efforts to improve customer satisfaction, including in fiduciary duties</li> </ul>	Qualitative items (50%)	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Compliance</li> <li>• Productivity improvement</li> <li>• Personnel development</li> </ul>

## FY2021 progress and key performance indicators (KPIs) - Group management policies -

## 2. Reasonability of remuneration and conflict of interest monitoring

FG BK TB SC One

### Main initiatives in FY2021

#### ■ Reasonability of remuneration and relevant fees

- Each group company not only sets remuneration and fee levels that are commensurate with its expenses incurred as a business entity, but also **develops rules for setting reasonable remuneration and fee levels that are consistent with the contents of the goods and services provided to customers**. We also implement measures such as verifying the appropriateness of service prices based on differences in the investment targets and other features of products and confirming the rationality of differences in remuneration and fee levels for each product.
- Our holding company confirms that each group company operates in accordance with the rules and regulations.

#### ■ Monitoring conflicts of interest

- In order to ensure that customers' interests are not unjustly impaired in transactions, **we are making efforts to appropriately manage potential conflicts of interest by categorizing transactions that could cause conflicts of interest and by establishing a management approach for each case**.
- We conduct periodic monitoring of compliance with the rules for such actions so as to verify the effectiveness and appropriateness of the management of potential conflicts of interest, and we **strive for continuous improvement based on the results of such verification**.

#### Examples of identifying and categorizing transactions with potential conflicts of interest

- When our group sells an investment trust provided by a management company within the group
- When our group receives an fee from the provider of the investment trust in association with the sale of the investment trust

#### Example of management

- Ensuring appropriate independence between product providers and distributors so as to enable a product launch/revision/removal process that meets the needs of customers
- Monitoring of the independence of the investment decision-making processes of the asset management department
- When receiving products from asset management companies within the group, the appropriateness and reasonableness should be verified more carefully by checking the superiority and performance of the strategy.
- The level of commissions is confirmed to be set in an objective and reasonable manner, based on the comparisons with commissions of other companies outside the group and based on the level of consulting required for the sale of the product.

The "Policy for the Management of Conflicts of Interest," which describes the types of transactions to be managed and how to manage them, is published on the website of each respective group company. (URL of the holding company's website: <https://www.mizuho-fg.co.jp/coi/index.html>)

## FY2021 progress and key performance indicators (KPIs) - Group management policies -

### 3. Enhancing corporate culture (1)

FG BK TB SC One

#### Main initiatives in FY2021

- Enhancing corporate culture
  - At Mizuho, we are implementing internal training and communicating messages from executive officers in order to foster a corporate culture in which all employees share an awareness of fiduciary duty compliance and practice it faithfully.
  - We also conduct regular internal questionnaires to verify and evaluate awareness of fiduciary duty compliance.
- Examples of new initiatives
  - In addition to regularly announcing the status of Mizuho's FD initiatives, we are publishing a cartoon on the FG website so as to make the information easier to understand.

#### Main efforts to enhance corporate culture

##### 1) Understanding and thorough implementation of fiduciary duties

- Conducting in-house training and communicating messages from executive officers
- Publicizing positive examples to our employees

##### 2) Evaluation of fiduciary duty practices

- Setting the result of customer satisfaction survey results as an evaluation item for each workplace and staff member (p. 38)
- Accredited "Client First Meisters" (p. 23)

##### 3) Verification and evaluation of awareness of fiduciary duties

- Conducting in-house questionnaires

#### Let's learn about Mizuho's FD through cartoons!

FG BK TB SC



Let's learn about Mizuho's FD through cartoons!

<https://www.mizuho-fg.co.jp/company/policy/fiduciary/manga/>

(Japanese only)



**FY2021 progress and key performance indicators (KPIs)**  
**- Group management policies -**

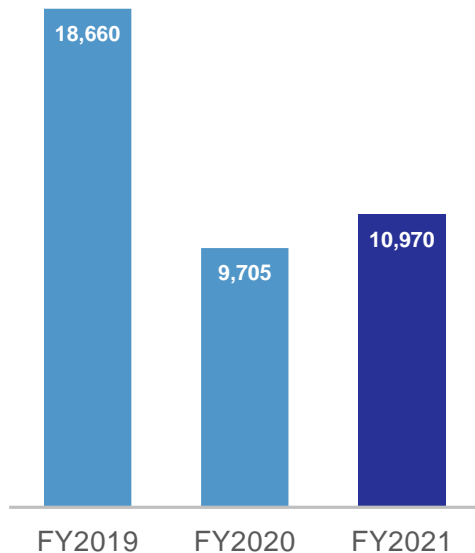
**3. Enhancing corporate culture (2)**

FG BK TB SC One

**Main initiatives in FY2021**

- Responding to social needs to improve financial literacy through financial education support
  - In order to support the shift from savings to investment and asset formation from the perspective of improving financial literacy, we have set KPIs for the number of participants in financial education courses and are further strengthening our initiatives.
  - Utilizing our fundamental knowledge and experience as a financial services group, since 2005 we have been supporting financial education in primary, secondary, and higher education, as well as in training for local governments, corporate employees, and the general public.
  - In fiscal 2021, although the number of seminar collaborations and educational opportunities decreased due to the spread of COVID-19 infections as in the previous fiscal year, the number of participants increased from the previous fiscal year to 10,970 through enhanced online classes and the use of online educational tools.

**Number of participants enrolled in financial education courses**



**Online classes**



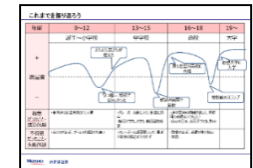
Participant questions are answered immediately. We are also working to improve communication.

**Real-time interactive classes**



The "Children's Summer School," which had been held by inviting children to the group's branches during the summer vacation, was held online for the first time.

**On demand courses**



Slide and audio video materials

**Cooperation in publishing books for public libraries**

*First Finance Course*  
 Four volumes  
 (1) Learn about money  
 (2) Use money  
 (3) Save money  
 (4) Make money  
 Publication: Bunken Shuppan (Keirinkan, Shinko Shuppansha)



SC

**Development of digital teaching materials**

SC

In secondary education, the Ministry of Economy, Trade and Industry is promoting the development of digital teaching materials (STEAM library). As part of this project, we are developing teaching materials together with Waseda University. This is the first such effort by a financial institution.

<https://www.steam-library.go.jp/content/9>  
 (Japanese only)





# FY2022 action plans

## - Sales -

### Building appropriate product lines in response to customers' needs

- We will establish a product provision structure by bringing together and fully utilizing the resources and functions of Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities.
- Based on a medium- to long-term investment perspective which includes building assets to prepare for the future in an era of lengthening lifespans, we will improve the process employed to introduce, improve, and discontinue products so as to maintain a high-quality product lineup that meets customers' diverse needs.
- We will provide optimal products to our customers by strengthening our group-wide product selection system.

### Offering investment products via our customer consulting services

- We will build a system for enhancing the sophistication of our comprehensive asset consulting by thoroughly listening to customers' investment goals and asset and liability status, conducting various analyses, and accurately ascertaining the degree of risk acceptable to customers.
- We will enhance the provision of honest information that is clear and does not cause misunderstanding so that customers can select products that meet their needs.
- In order to provide high value-added services to customers, we will further enhance our product proposal and explanation methods by utilizing system tools that support the achievement of goals and by further standardizing the product provision process.
- We will continue to explore and actively utilize the latest technologies in order to upgrade our consulting methods to meet the diverse asset management needs of our customers and their purchasing channels, such as over the counter and online.
- We will endeavor to provide easy-to-understand information regarding commissions and to operate and improve monitoring of consulting processes.

### Attentive follow-up services to help customers achieve their goals

- By regularly checking the status of customers' assets and by enhancing after-sales service related to portfolio diagnosis based on each customer's investment goals, we will promote and enhance the appropriate provision of information and advice, including the elimination of customers' concerns, and we will endeavor to respond in a courteous manner tailored to each customer.
- In order to further enhance the reliability of our business operations, we will promote system support, including the upgrading of administrative procedures and the computerization of forms.
- In order to implement more detailed follow-up, we will strengthen the follow-up system for the status of customer assets through online assistance and call centers.

### Laying foundations to help customers invest with confidence and steadily build their assets

- In order to support customers' investment decisions, we will provide information, seminars, and other opportunities for our customers to improve their financial and investment knowledge and gather market information.
- In order to provide appropriate and accurate consulting services to meet the diverse asset management needs of our customers, we will reinforce the education of our sales staff, continually foster their awareness of asset management needs, and advance business performance-based evaluations.
- We will strengthen our efforts to further enhance customer satisfaction through the collection, analysis, and utilization of customer feedback.

# FY2022 action plans

## - Asset management / product development -

### Advanced operations

- We will strategically develop personnel who are dedicated to asset management and who will lead the next generation in order to promote the improvement of investment decision-making and analytical expertise and continually provide services with high added value to customers.
- In order to provide optimal solutions for customers' asset management needs, we will implement initiatives that contribute to the enhancement of asset management.
- Through medium- to long-term engagement and the exercise of voting rights, we will disclose information about and enhance our ESG initiatives and stewardship activities so as to contribute to improvement in the corporate value of the companies in our investment portfolio and to the growth of the overall stock market.

### Continuous efforts to improve product quality and develop products that meet customer needs

- We will work to continuously improve product quality and product development through appropriate risk management and monitoring of products and selective allocation of asset management resources to products that meet the high-level needs of customers, including long-term holding needs.
- We will clarify product characteristics and potential customer attributes and provide products suitable for our customers in collaboration with our distributors.
- We will continue initiatives to reflect customer feedback into our product development and in the explanatory materials for customers.
- We will work to provide easy-to-understand information about the relationship between the fees paid by customers and the services we provide.

### Providing information and enhancing services with the customer's best interest in mind

- To meet the diversifying needs of institutional investors as the market environment changes, we will provide timely and easy-to-understand financial market information and detailed consulting services.
- We will enhance information dissemination and investment education opportunities through seminars and events for customers. We will also strive to provide easy-to-understand materials and information that reflect the customer's perspective.
- We will expand market-related information, product information, and content for improving financial and investment knowledge, utilizing online tools.
- We will provide financial services that respond to diversifying lifestyles.

### Strengthening corporate governance

- We will ensure and maintain appropriate management independence between the holding company and the group's distributors through the governance structure functions within business policy committees such as the Board of Directors, Audit & Supervisory Committee, and Responsible Investment Committee.
- We will establish an operating system that puts the customer's interests first and strengthen internal controls.
- We will maintain and improve highly transparent new product development processes to develop products that meet the needs of our customers.

# FY2022 action plans - Asset administration -

## Strengthening asset administration services

- In order to appropriately respond to changes in regulations and frameworks, as well as new investment methods and targets, we will continue to develop systematic administrative and IT system infrastructures.
- We will strategically develop next-generation expertise and "asset management experts" with advanced IT skills.

## Initiatives to improve service quality and develop new services

- We will respond swiftly to new methods of asset management and new investment options to proactively support our clients' new initiatives from an asset administration perspective.
- We will increase interaction with clients so that their feedback, such as their asset administration needs and their evaluations of our services, are reflected in our business management strategies.

## Enhancing the provision of information in support of customers' investment activities

- We are working to enhance our provision of a variety of information services to customers, such as for regulations, individual jurisdiction market systems, and investment products.

# FY2022 action plans

## - Group management policies -

### Corporate governance

- We will maintain corporate governance systems to ensure the appropriate levels of management independence between the holding company and the group's asset management companies, as well as between the group's distributors and asset management companies.
- The holding company and group companies will provide regular internal reports on the status of compliance with the action plan.

### Evaluating performance

- We will establish a performance evaluation system at the holding company and each group company to gauge how well we are fulfilling our fiduciary duties based on customer-focused business management.

### Reasonability of remuneration and relevant fees

- We will set rules and regulations for reasonable levels of remuneration, fees, and commissions, according to the nature of the products and services provided by group companies to customers.

### Monitoring conflicts of interest

- We will verify the effectiveness and suitability of our systems for monitoring conflicts of interest and will continually work to implement improvements based on our findings.

### Enhancing corporate culture

- We will utilize incentive frameworks at group companies and internal communication initiatives to foster a corporate culture that encourages all employees to be aware of and fulfill their fiduciary duties.
- We will proactively use our knowledge and expertise as a financial services consulting group to support financial education and contribute to better financial literacy.

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# Initiatives regarding Mizuho's fiduciary duties

KPI Data

June 2022

Mizuho Financial Group

# KPI summary

	Fulfilling our fiduciary duties			Positive and trustworthy public image			Results			
	KPI	March 31, 2021	March 31, 2022	KPI	March 31, 2021	March 31, 2022	KPI	March 31, 2021	March 31, 2022	
Sales	Number of personnel with professional qualifications	17,546 persons	<b>17,713 persons</b>	Customer satisfaction surveys	Satisfied/ Somewhat satisfied 69%	<b>Satisfied/ Somewhat satisfied 65%</b>	Balance of assets under management	JPY 26.0 trillion	<b>JPY 25.4 trillion</b>	
		Number of customers using our investment products	2.3 million people				<b>2.29 million people</b>			
		Ratio of customers receiving different percentage ranges of returns, including realized returns, for publicly offered investment trusts	85.6%				<b>74.5%</b>			
		Average holding period for investment trusts	4.1 years				<b>4.9 years</b>			
Asset management product development	Number of funds with a rating of 4 stars or higher	91 funds	<b>81 funds</b>	Number of funds which have received awards	53 funds	<b>41 funds</b>	Balance of funds in publicly offered and privately placed investment trusts	JPY 18.3 trillion	<b>JPY 18.1 trillion</b>	
		Number of companies involved in our engagement activities	205 companies							<b>208 companies</b>
			Number of publicly offered investment trusts in different balance ranges							Less than JPY 1 billion
	JPY 10 to 100 billion	379 funds		<b>398 funds</b>						
	JPY 100 billion or more	24 funds	<b>20 funds</b>							
	Average balance per publicly offered investment trust	JPY 19.4 billion	<b>JPY 20.2 billion</b>	Survey of satisfaction among investment trust companies	2nd place	<b>2nd place</b>	Balance of asset formation-focused products	Balance of funds invested in DC	JPY 906 billion	<b>JPY 1,085.1 billion</b>
	Number of website views	3.95 million	<b>6.76 million</b>							
Balance of pension trust assets	JPY 5.2 trillion	<b>JPY 5.2 trillion</b>								
Asset administration	—	—	—	—	—	—	Balance of publicly offered investment trusts under administration	JPY 12.1 trillion	<b>JPY 12.56 trillion</b>	
Group management policies	Number of participants enrolled in financial education courses	9,705 persons	<b>10,970 persons</b>	—	—	—	—	—	—	



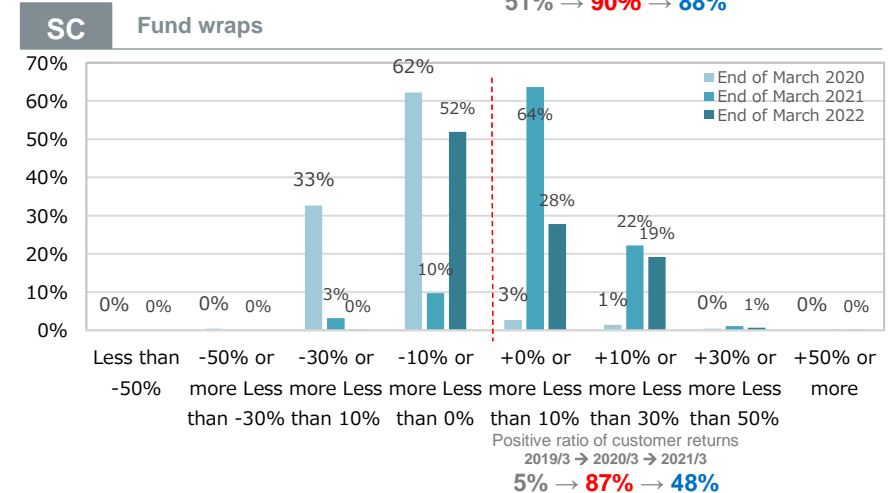
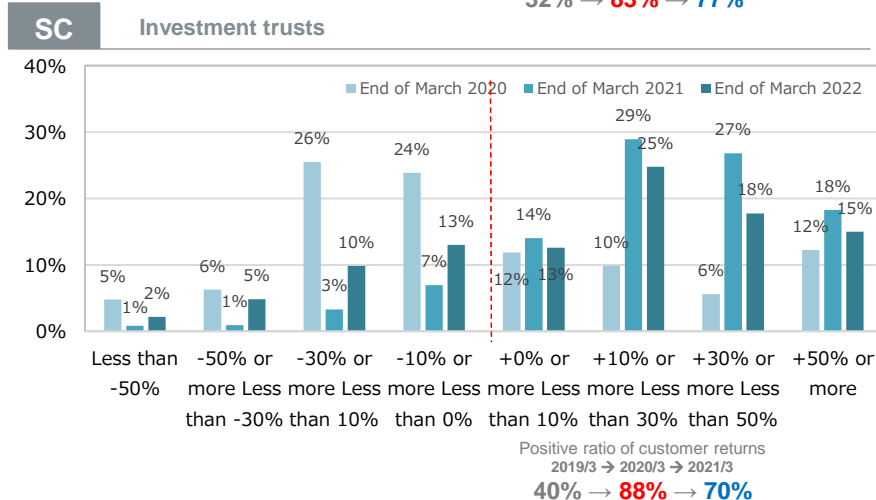
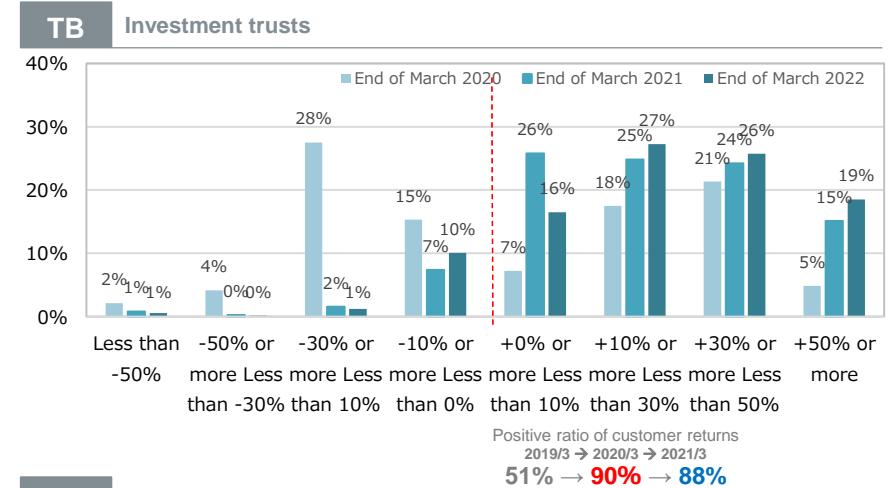
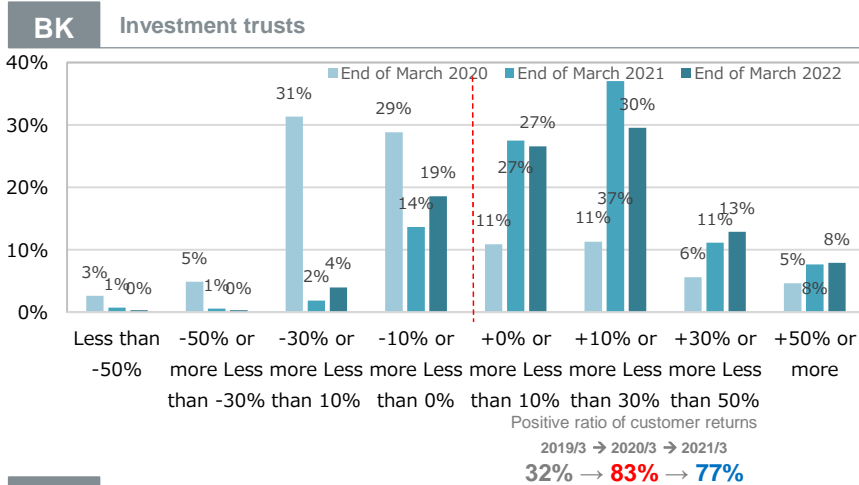
# Common KPIs summary

		BK investment trusts			TB investment trusts			SC investment trusts			SC fund wraps		
		End of March 2020	End of March 2021	End of March 2022	End of March 2020	End of March 2021	End of March 2022	End of March 2020	End of March 2021	End of March 2022	End of March 2020	End of March 2021	End of March 2022
		<b>Customer ratio by investment profit/loss</b>	Percentage of total receiving positive returns	32%	83%	<b>77%</b>	51%	90%	<b>88%</b>	40%	88%	<b>70%</b>	5%
<b>Cost/risk vs. return of the best-selling investment trust funds in terms of balance of investment trust assets under management (Weighted average balance)</b>	Cost	2.01%	2.02%	<b>2.16%</b>	1.98%	2.06%	<b>2.15%</b>	2.24%	2.25%	<b>2.41%</b>			
	Return	0.23%	7.66%	<b>11.11%</b>	▲1.63%	5.79%	<b>9.46%</b>	1.70%	9.72%	<b>13.86%</b>			
	Risk	13.49%	13.19%	<b>14.31%</b>	10.91%	11.91%	<b>13.55%</b>	16.19%	15.91%	<b>17.08%</b>			
		BK foreign currency-denominated insurance			TB foreign currency-denominated insurance			SC foreign currency-denominated insurance					
		End of March 2020	End of March 2021	End of March 2022	End of March 2020	End of March 2021	End of March 2022	End of March 2020	End of March 2021	End of March 2022			
		<b>Customer ratio by investment performance</b>	Percentage of total receiving positive returns	—	—	<b>84%</b>	—	—	<b>75%</b>	—	—	<b>83%</b>	
<b>Average cost/return by product</b>	Cost	—	—	<b>0.86%</b>	—	—	<b>0.83%</b>	—	—	<b>0.92%</b>			
	Return	—	—	<b>1.41%</b>	—	—	<b>1.38%</b>	—	—	<b>0.99%</b>			

# Common KPIs (1)

## Customer ratio by investment profit/loss from investment trust funds/fund wraps<sup>1</sup>

The ratio of customers receiving positive returns for investment trust funds/fund wraps declined due to the situation in Ukraine and the U.S. interest rate hike.



1. Distribution of profit/loss ratios calculated by dividing the total return on the investment trust based on the total return notification system by the appraised value at base date. Includes cumulative investment gains/losses since the time of purchase for investment trusts and fund wraps held by individual clients as of the end of March 2020, March 2021, and March 2022. (BK/TB since December 1998, SC investment trusts since April 2007, and fund wraps since June 2008) Excludes ETFs, listed REITs, bond investment trusts, and investment trusts purchased through defined contribution pension plans. Because the above figures are rounded to the first decimal place, the total value may not equal 100%.

Red text: Increase      Blue text: Decline

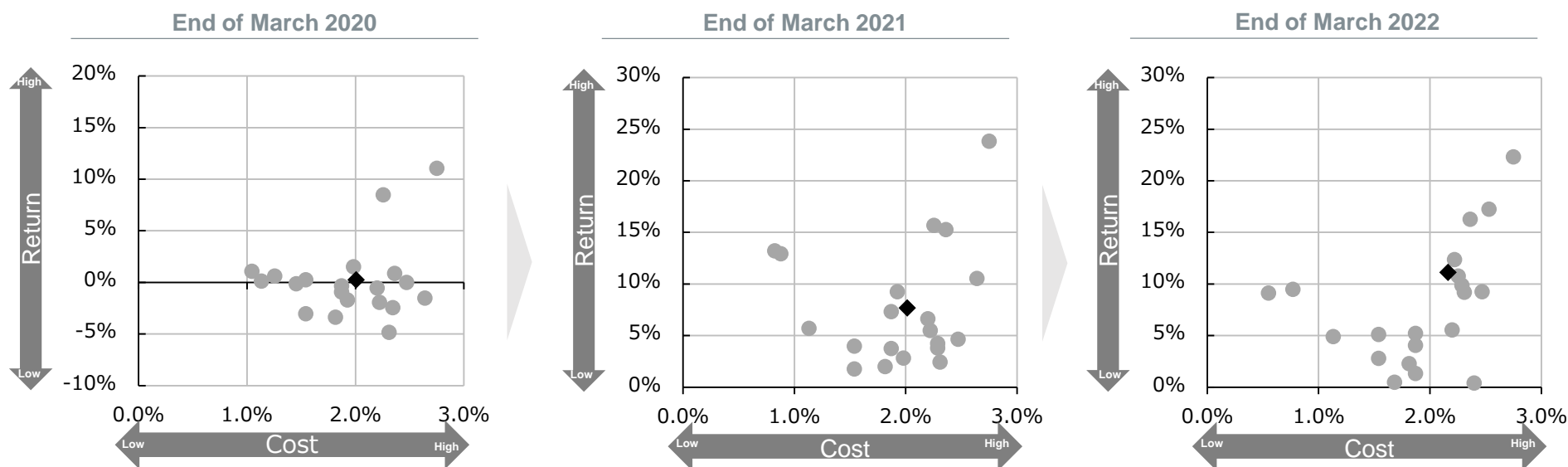
## Common KPIs (2)

## Cost vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>2</sup>

At Mizuho Bank, although cost increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in cost.

BK

Cost vs. return



Weighted average balance	Cost(A)	Return(B)	B/A
	2.01%	0.23%	0.11 times

Weighted average balance	Cost(A)	Return(B)	B/A
	2.02%	7.66%	3.79 times

Weighted average balance	Cost(A)	Return(B)	B/A
	2.16%	11.11%	5.13 times

2. Target fund: Top 20 funds in terms of outstanding BK balance (OTC sales, intermediary transactions, referral transactions) among investment trusts that have been established for five years or more.  
 (◆: Indicates weighted average of the 20 funds.)

Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.

Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.

Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value in BK, and trust fee (annual rate) is the upper limit of the effective trust fees rate stated in prospectus.

The above does not indicate or guarantee future return or risk of BK-managed investment trusts.

## Common KPIs (2)

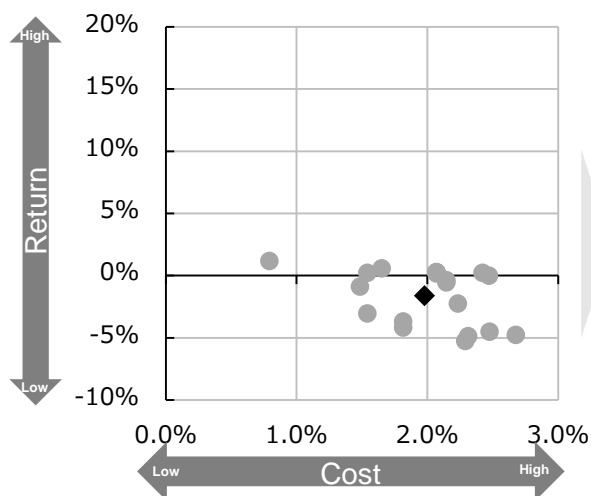
## Cost vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>3</sup>

At Mizuho Trust & Banking, although cost increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in cost.

TB

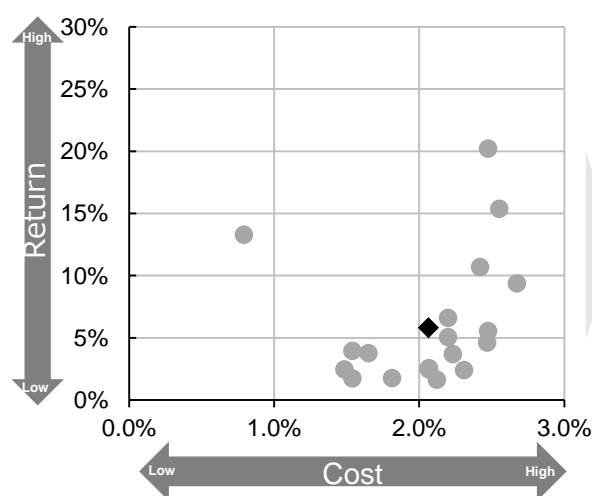
Cost vs. return

End of March 2020



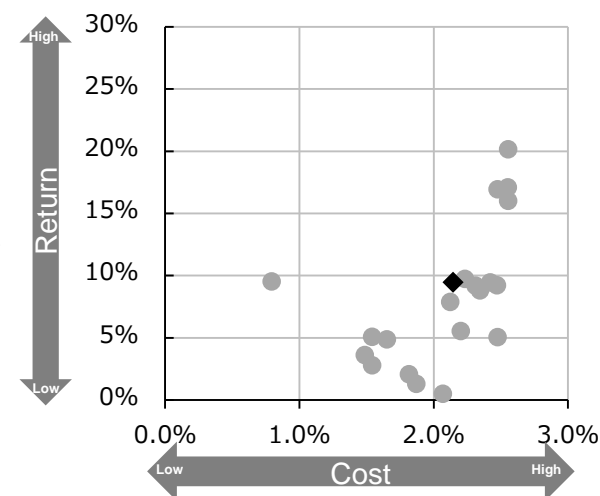
Weighted average balance	Cost(A)	Return(B)	B/A
	1.98%	-1.63%	-0.82 times

End of March 2021



Weighted average balance	Cost(A)	Return(B)	B/A
	2.06%	5.79%	2.81 times

End of March 2022



Weighted average balance	Cost(A)	Return(B)	B/A
	2.15%	9.46%	4.41 times

3. Target fund: Top 20 funds in terms of outstanding TB balance (OTC sales, intermediary transactions, referral transactions) among investment trusts that have been established for five years or more.  
 (◆: Indicates weighted average of the 20 funds.)  
 Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.  
 Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.  
 Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value in TB, and the trust fee (annual rate) is the upper limit of the effective trust fee rate stated in prospectus.  
 The above does not indicate or guarantee future return or risk of TB-managed investment trusts.

## Common KPIs (2)

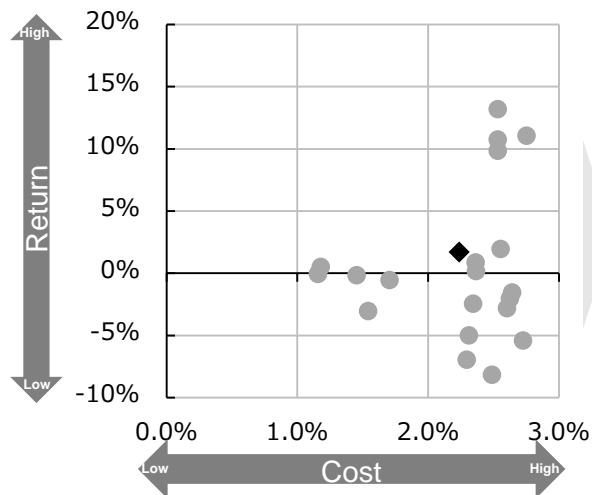
### Cost vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>4</sup>

At Mizuho Securities, although cost increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in cost.

SC

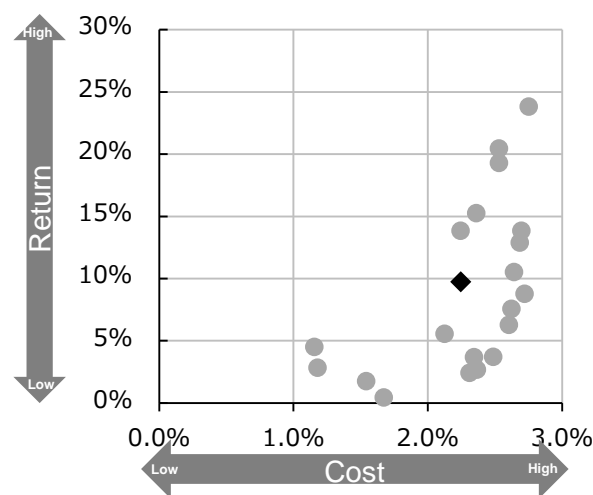
Cost vs. return

End of March 2020



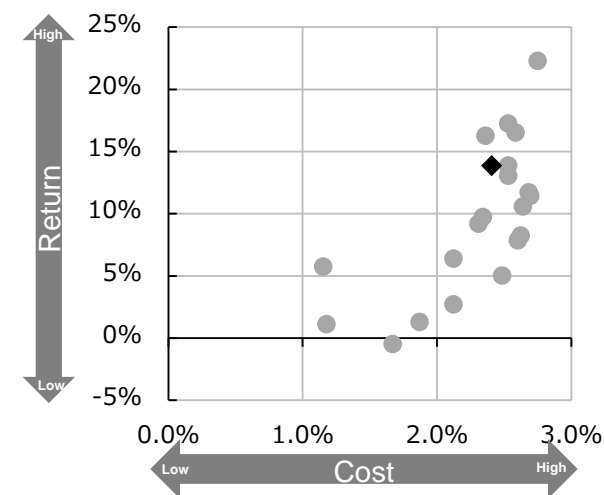
Weighted average balance	Cost(A)	Return(B)	B/A
	2.24%	1.70%	0.76 times

End of March 2021



Weighted average balance	Cost(A)	Return(B)	B/A
	2.25%	9.72%	4.32 times

End of March 2022



Weighted average balance	Cost(A)	Return(B)	B/A
	2.41%	13.86%	5.75 times

4. Target fund: Top 20 funds in terms of outstanding SC balance (OTC sales, intermediary transactions, referral transactions) among investment trusts that have been established for five years or more. (◆: Indicates weighted average of the 20 funds.)

Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.

Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.

Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value at SC, and the trust fees (annual rate) is the upper limit of the effective trust fee rate stated in prospectus.

The above does not indicate or guarantee future return or risk of SC-managed investment trusts.

## Common KPIs (3)

### Risk vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>5</sup>

At Mizuho Bank, although risk increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in risk.

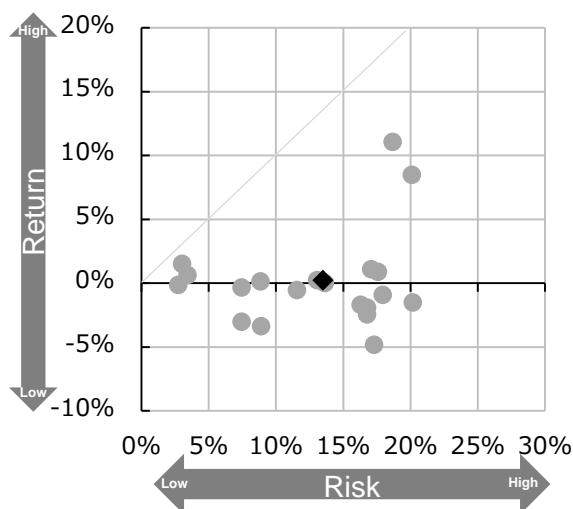
BK

Risk vs. return

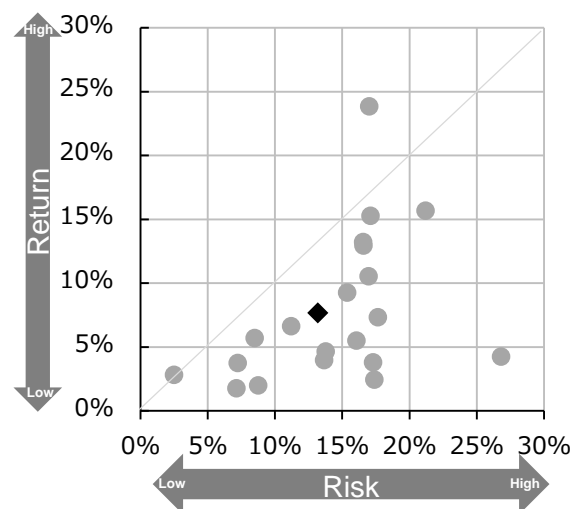
End of March 2020

End of March 2021

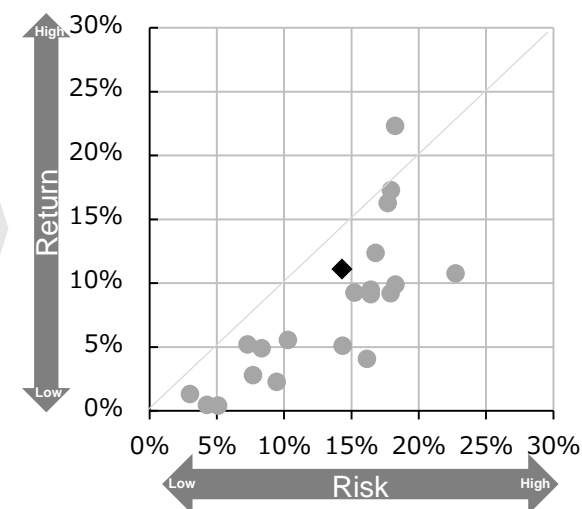
End of March 2022



Weighted average balance	Risk(A)	Return(B)	B/A
	13.49%	0.23%	0.02 times



Weighted average balance	Risk(A)	Return(B)	B/A
	13.19%	7.66%	0.58 times



Weighted average balance	Risk(A)	Return(B)	B/A
	14.31%	11.11%	0.78 times

5. Target fund: Top 20 funds in terms of outstanding BK balance (OTC sales, intermediary transactions, referral transactions) among investment trusts that have been established for five years or more.  
 (◆: Indicates weighted average of the 20 funds.)

Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.

Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.

Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value at BK, and the trust fee (annual rate) is the upper limit of the effective trust fees rate stated in prospectus.

The above does not indicate or guarantee future return or risk of BK-managed investment trusts.



## Common KPIs (3)

## Risk vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>6</sup>

At Mizuho Trust & Banking, although risk increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in risk.

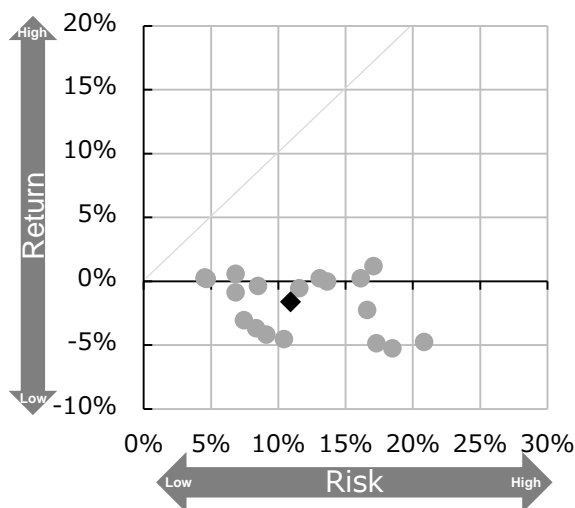
TB

Risk vs. return

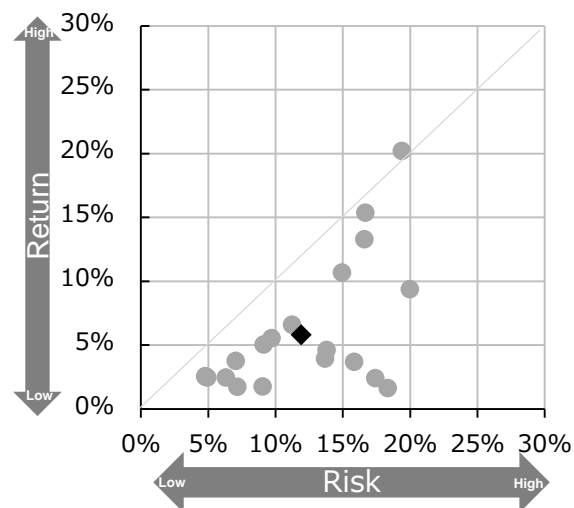
End of March 2020

End of March 2021

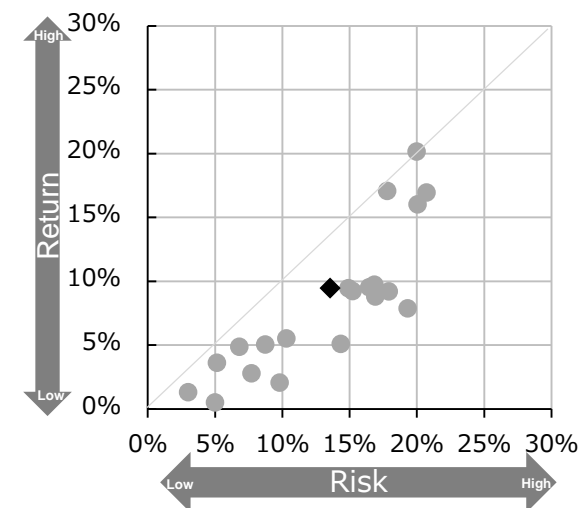
End of March 2022



Weighted average balance	Risk(A)	Return(B)	B/A
	10.91%	-1.63%	-0.15 times



Weighted average balance	Risk(A)	Return(B)	B/A
	11.91%	5.79%	0.49 times



Weighted average balance	Risk(A)	Return(B)	B/A
	13.55%	9.46%	0.70 times

6. Target funds: Top 20 funds in terms of outstanding TB balance (OTC sales, intermediary transactions, referral transactions ) among investment trusts that have been established for five years or more.  
(◆: Indicates weighted average of the 20 funds.)

Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.

Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.

Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value at TB, and the trust fee (annual rate) is the upper limit of the effective trust fee rate stated in prospectus.

The above does not indicate or guarantee future return or risk of TB-managed investment trusts.

# Common KPIs (3)

## Risk vs. return of the best-selling investment products in terms of the balance of investment trust assets under management<sup>7</sup>

At Mizuho Securities, although risk increased slightly compared to the previous fiscal year for the average of the top 20 products in terms of the balance of assets under management, returns increased more than the rate of increase in risk.

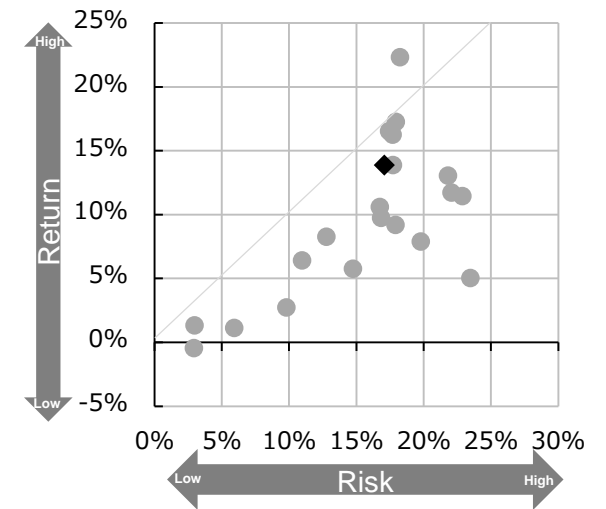
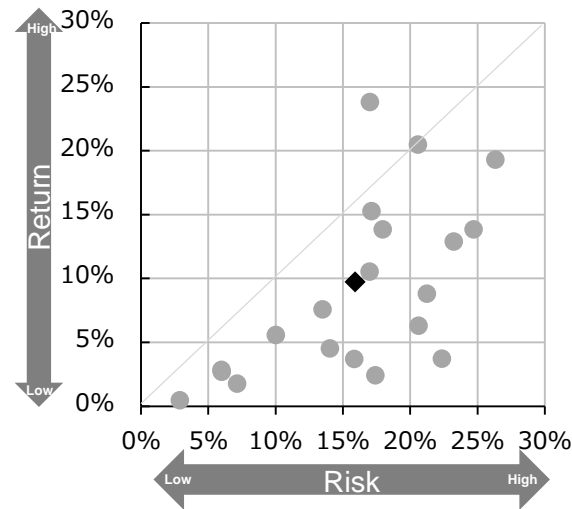
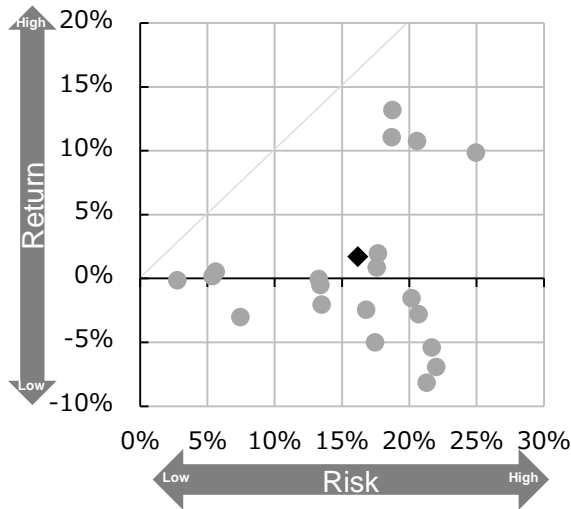
SC

Risk vs. return

End of March 2020

End of March 2021

End of March 2022



Weighted average balance	Risk(A)	Return(B)	B/A
	16.1%	1.70%	0.11 times

Weighted average balance	Risk(A)	Return(B)	B/A
	15.91%	9.72%	0.61 times

Weighted average balance	Risk(A)	Return(B)	B/A
	17.08%	13.86%	0.81 times

7. Target funds: Top 20 funds in terms of outstanding SC balance (OTC sales, intermediary transactions, referral transactions) among investment trusts that have been established for five years or more. (◆: Indicates weighted average of the 20 funds.)

Excludes DC funds, fund wrap funds, ETFs, listed REITs, bond investment trusts, and foreign currency-denominated investment trusts.

Period: Past five years, retroactive to the respective base date (end of March each year). Return and risk is annualized. Calculated based on monthly data of dividend reinvestment net asset value.

Costs are (commission on sale ÷ 5) + trust fees (annual rate). Commission at the time of sale is the maximum value at SC, and the trust fee (annual rate) is the upper limit of the effective trust fee rate stated in prospectus.

The above does not indicate or guarantee future returns or risks of SC-managed investment trusts.

# Common KPIs (4)

## Details of the top 20 investment funds in terms of balance

BK

Details of the top 20 investment funds in terms of balance

End of March 2021

	Fund name	Cost	Return	Risk
1	Investment Sommelier	1.98%	2.82%	2.52%
2	netWIN Goldman Sachs Internet Strategy Fund Course B (without currency hedging)	2.75%	23.83%	17.00%
3	Mizuho Australian Dollar Bond Fund	1.82%	1.99%	8.76%
4	Pictet Global Income Equity Fund (monthly dividend type)	2.47%	4.63%	13.78%
5	LaSalle Global REIT Fund (monthly dividend type)	2.31%	2.43%	17.39%
6	Mizuho J-REIT Fund	1.54%	3.97%	13.66%
7	MHAM Equity Index Fund 225	0.83%	13.21%	16.57%
8	Mizuho US High Yield Open Course B (without currency hedging)	2.20%	6.62%	11.21%
9	Daiwa US-REIT Open (monthly settlement) Course B (no currency hedging)	2.22%	5.50%	16.06%
10	Capital Global Equity	2.36%	15.27%	17.11%
11	Mizuho High Dividend Japan Equity Open	1.87%	7.32%	17.65%
12	DAIM High Ratings Income Open (monthly settlement course)	1.54%	1.76%	7.14%
13	MHAM Japan Growth Equity Open	2.26%	15.67%	21.19%
14	World 8 Asset Fund Distribution Course	1.87%	3.75%	7.23%
15	DIAM cheap Japanese stock fund	1.93%	9.25%	15.38%
16	DIAM World Leading Income Open	2.29%	3.79%	17.31%
17	Medical Science Fund	2.64%	10.53%	16.96%
18	Nikkei 225 No Road Open	0.88%	12.93%	16.58%
19	BlackRock Index Investment Strategy Fund	1.13%	5.70%	8.49%
20	DIAM Australia REIT Open	2.29%	4.23%	26.82%
	Average	2.02%	7.66%	13.19%

End of March 2022

	Fund name	Cost	Return	Risk
1	Global High Quality Growth Equity Fund (without currency hedging)	2.53%	17.26%	17.94%
2	Investment Sommelier	1.87%	1.32%	2.99%
3	netWIN GS Technology Equity Fund Course B (without currency hedging)	2.75%	22.31%	18.24%
4	Capital Global Equity	2.36%	16.27%	17.70%
5	Pictet Global Income Equity Fund (monthly dividend type)	2.47%	9.25%	15.22%
6	LaSalle Global REIT Fund (monthly dividend type)	2.31%	9.21%	17.90%
7	Mizuho Australian Dollar Bond Fund	1.82%	2.27%	9.45%
8	Daiwa US-REIT Open (monthly settlement) Course B (no currency hedging)	2.22%	12.36%	16.80%
9	MHAM Equity Index Fund 225	0.77%	9.49%	16.42%
10	Mizuho J-REIT Fund	1.54%	5.10%	14.34%
11	Mizuho US High Yield Open Course B (without currency hedging)	2.20%	5.55%	10.28%
12	World Asset Balance (risk mitigation course)	1.68%	0.47%	4.26%
13	Mizuho High Dividend Japan Equity Open	1.87%	4.06%	16.15%
14	DAIM High Ratings Income Open (monthly settlement course)	1.54%	2.80%	7.69%
15	World 8 Asset Fund Distribution Course	1.87%	5.20%	7.28%
16	DIAM World Leading Income Open	2.29%	9.87%	18.26%
17	Nikkei 225 No Road Open	0.55%	9.13%	16.44%
18	Nomura PIMCO World Income Strategy Fund A (with currency hedging, twice a year)	2.40%	0.41%	5.08%
19	BlackRock Index Investment Strategy Fund	1.13%	4.89%	8.33%
20	MHAM Japan Growth Equity Open	2.26%	10.76%	22.74%
	Average	2.16%	11.11%	14.31%

# Common KPIs (4)

## Details of the top 20 investment funds in terms of balance

TB

Details of the top 20 investment funds in terms of balance

End of March 2021

	Fund name	Cost	Return	Risk
1	Pictet Global Income Equity Fund (monthly dividend type)	2.47%	4.63%	13.78%
2	Goldman Sachs Monthly Dividend Bond Fund	1.49%	2.48%	6.30%
3	DAIM High Ratings Income Open (monthly settlement course)	1.54%	1.76%	7.14%
4	Global Security Equity Fund (3-month settlement type)	2.55%	15.39%	16.67%
5	Mizuho US High Yield Open Course B (without currency hedging)	2.20%	6.62%	11.21%
6	LaSalle Global REIT Fund (monthly dividend type)	2.31%	2.43%	17.39%
7	Eastspring U.S. High Yield corporate bonds Open	2.48%	5.57%	9.70%
8	High-grade Oceania Bond Open (monthly dividend)	1.82%	1.79%	9.03%
9	Robot Technology Equity Fund	2.48%	20.22%	19.38%
10	Stock Index Fund 225	0.79%	13.31%	16.58%
11	Shinko US-REIT Open	2.23%	3.70%	15.83%
12	Goldman Sachs US REIT Fund Course B (monthly distribution type, without currency hedge)	2.12%	1.66%	18.33%
13	Shinko Pimco Strategic Income Fund (February issue)	2.07%	2.58%	4.77%
14	Pictet Emerging Country Income Equity Fund (monthly settlement course)	2.68%	9.39%	19.97%
15	Mizuho J-REIT Fund	1.54%	3.97%	13.66%
16	Shinko Pimco Strategic Income Fund (December issue)	2.07%	2.56%	4.78%
17	Mizuho US High Yield Open Course A (without currency hedging)	2.20%	5.06%	9.10%
18	Goldman Sachs Japan Equity Fund (auto reinvest)	2.42%	10.70%	14.92%
19	MHAM Trinity Open Fund (Monthly Settlement Type)	1.65%	3.79%	7.04%
20	Shinko Pimco Strategic Income Fund March	2.07%	2.48%	4.91%
	Average	2.06%	5.79%	11.91%

End of March 2022

	Fund name	Cost	Return	Risk
1	Global Security Equity Fund (3-month settlement type)	2.55%	17.10%	17.79%
2	Pictet Global Income Equity Fund (monthly dividend type)	2.47%	9.25%	15.22%
3	Goldman Sachs Monthly Dividend Bond Fund	1.49%	3.64%	5.12%
4	DAIM High Ratings Income Open (monthly settlement course)	1.54%	2.80%	7.69%
5	Mizuho US High Yield Open Course B (without currency hedging)	2.20%	5.55%	10.28%
6	LaSalle Global REIT Fund (monthly dividend type)	2.31%	9.21%	17.90%
7	Eastspring U.S. High Yield corporate bonds Open	2.48%	5.06%	8.73%
8	Robot Technology Equity Fund	2.48%	16.96%	20.71%
9	High-grade Oceania Bond Open (monthly dividend)	1.82%	2.08%	9.80%
10	Nissay AI Related Equity Fund (without currency hedging)	2.55%	20.16%	19.97%
11	Stock Index Fund 225	0.79%	9.55%	16.44%
12	Shinko US-REIT Open	2.23%	9.74%	16.83%
13	Nissay AI Related Equity Fund (with currency hedging)	2.55%	16.03%	20.03%
14	Investment Sommelier	1.87%	1.32%	2.99%
15	Goldman Sachs US REIT Fund Course B (monthly distribution type, without currency hedge)	2.12%	7.89%	19.31%
16	Shinko Pimco Strategic Income Fund (February issue)	2.07%	0.53%	4.98%
17	Goldman Sachs Japan Equity Fund (auto reinvest)	2.42%	9.48%	14.91%
18	Mizuho J-REIT Fund	1.54%	5.10%	14.34%
19	MHAM Trinity Open Fund (Monthly Settlement Type)	1.65%	4.89%	6.79%
20	Fidelity Japan Growth Equity Fund	2.34%	8.83%	16.89%
	Average	2.15%	9.46%	13.55%

# Common KPIs (4)

## Details of the top 20 investment funds in terms of balance

SC

Details of the top 20 investment funds in terms of balance

End of March 2021

	Fund name	Cost	Return	Risk
1	Shinko US-REIT Open	2.34%	3.70%	15.83%
2	netWIN Goldman Sachs Internet Strategy Fund Course B (without currency hedging)	2.75%	23.83%	17.00%
3	Shinko J-REIT Open	1.16%	4.51%	14.02%
4	Capital Global Equity Fund	2.36%	15.27%	17.11%
5	Nissay Australia High Dividend Equity Fund (monthly settlement type)	2.49%	3.73%	22.34%
6	Global Allocation Fund Monthly Closing without Currency Hedging Course (target payout type)	2.62%	7.57%	13.48%
7	Developed Countries Investment Grade Bond Fund (currency hedged)	1.18%	2.84%	5.96%
8	PineBridge Capital Securities Fund (currency hedged)	2.12%	5.59%	10.01%
9	Tokio Marine Nippon World Bond Fund (currency hedged)	1.67%	0.45%	2.87%
10	New Growth Equity Fund	2.53%	20.48%	20.57%
11	World High Dividend Equity Select (target payout type) (monthly closing course without currency hedging)	2.60%	6.30%	20.62%
12	Mirai Reform Japan Equity Fund	2.24%	13.86%	17.94%
13	LaSalle Global REIT Fund (monthly dividend type)	2.31%	2.43%	17.39%
14	Fisher US Micro Equity Fund	2.70%	13.85%	24.70%
15	small-cap fund	2.53%	19.31%	26.31%
16	Shinko Pure India Equity Fund	2.72%	8.80%	21.23%
17	DIAM High Rating Income Open (monthly settlement course)	1.54%	1.76%	7.14%
18	Medical Science Fund	2.64%	10.53%	16.96%
19	US Small Value Equity Fund Course B (without currency hedging)	2.68%	12.90%	23.22%
20	Hybrid Securities Fund Yen Course	2.37%	2.70%	6.00%
	Average	2.25%	9.72%	15.91%

End of March 2022

	Fund name	Cost	Return	Risk
1	Global High Quality Growth Equity Fund (without currency hedging)	2.53%	17.26%	17.94%
2	netWIN GS Technology Equity Fund Course B (without currency hedging)	2.75%	22.31%	18.24%
3	Shinko US-REIT Open	2.34%	9.74%	16.83%
4	Capital Global Equity Fund	2.36%	16.27%	17.70%
5	Global High Quality Growth Equity Fund (limited currency hedging)	2.53%	13.89%	17.73%
6	Shinko J-REIT Open	1.16%	5.76%	14.74%
7	Fisher US Micro Equity Fund	2.70%	11.46%	22.88%
8	Nissay Australia High Dividend Equity Fund (monthly settlement type)	2.49%	5.05%	23.47%
9	US Small Value Equity Fund Course B (without currency hedging)	2.68%	11.73%	22.06%
10	PineBridge Capital Securities Fund (currency hedged)	2.12%	2.73%	9.81%
11	Developed Countries Investment Grade Bond Fund (currency hedged)	1.18%	1.14%	5.93%
12	Global Allocation Fund Monthly Closing without Currency Hedging Course (target payout type)	2.62%	8.27%	12.78%
13	World High Dividend Equity Select (target payout type) (monthly closing course without currency hedging)	2.60%	7.88%	19.78%
14	Investment Sommelier	1.87%	1.32%	2.99%
15	New Growth Equity Fund	2.53%	13.06%	21.81%
16	LaSalle Global REIT Fund (monthly dividend type)	2.31%	9.21%	17.90%
17	Tokio Marine Nippon World Bond Fund (currency hedged)	1.67%	-0.46%	2.92%
18	Global New Generation Related Equity Fund	2.59%	16.53%	17.42%
19	PineBridge Capital Securities Fund (without currency hedged)	2.12%	6.40%	10.96%
20	Medical Science Fund	2.64%	10.60%	16.75%
	Average	2.41%	13.86%	17.08%

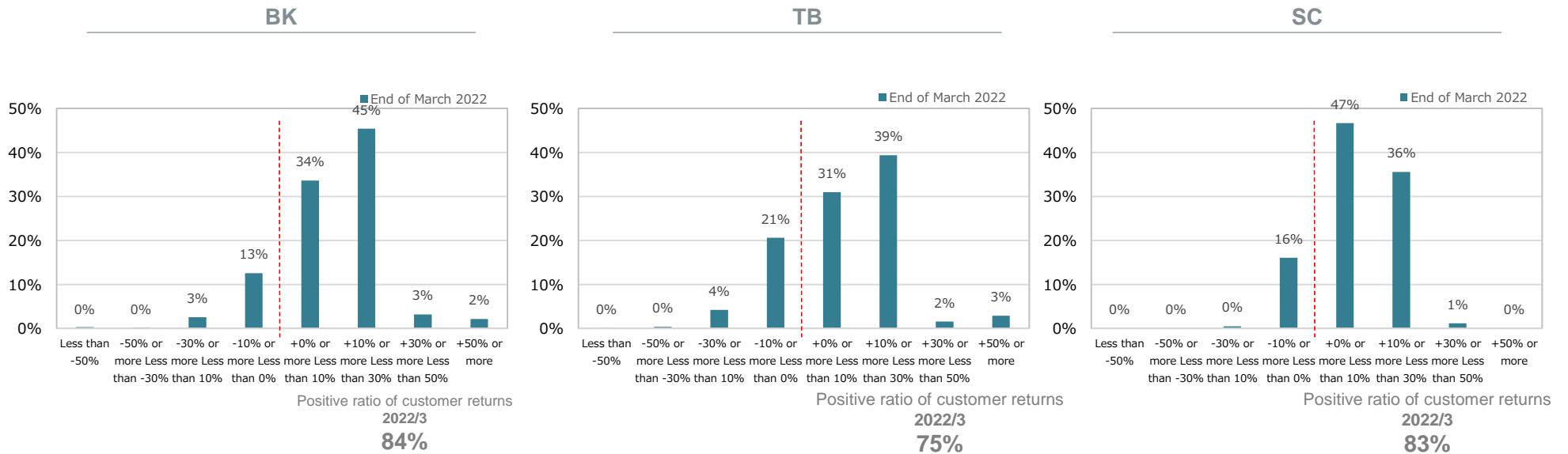
# Common KPIs (5)

## Customer ratio by investment performance of the foreign currency-denominated insurance products<sup>8</sup>

Starting for the year ended March 31, 2022, we publish the customer ratio by investment performance of the foreign currency-denominated insurance products.

BK/TB/SC

Customer ratio by investment performance



<sup>8</sup> The graph shows the distribution of each profit/loss ratio calculated by the formula: (Surrender value at the base date + Amount already paid at the base date – Single premium at the time of policy purchase) / Single premium at the time of policy purchase. This covers the customers that have a foreign currency-denominated single-premium insurance policy as of the end of March 2022. This excludes foreign currency-denominated medical insurance, foreign currency-denominated level-payment insurance, and insurance products with living benefit such as nursing insurance and specified illness coverage. The above figures are rounded to the first decimal place, so the total may not add up to 100%.



# Common KPIs (6)

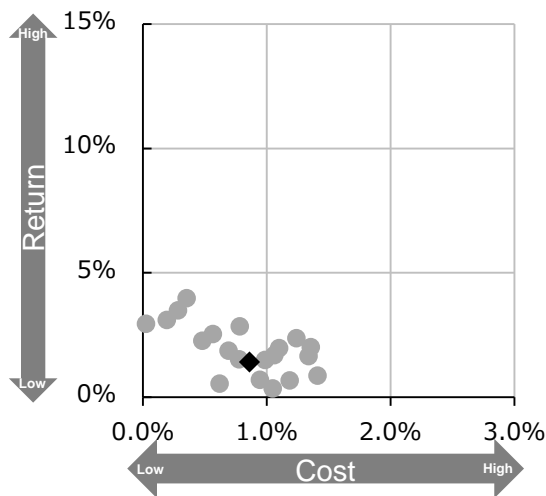
## Cost vs. return of the foreign currency-denominated insurance products<sup>9</sup>

Starting for the year ended March 31, 2022, we publish cost vs. return of the foreign currency-denominated insurance products.

BK/TB/SC

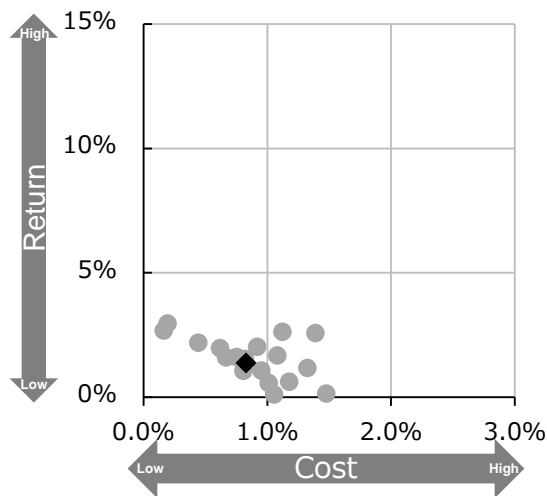
Cost vs. return

BK



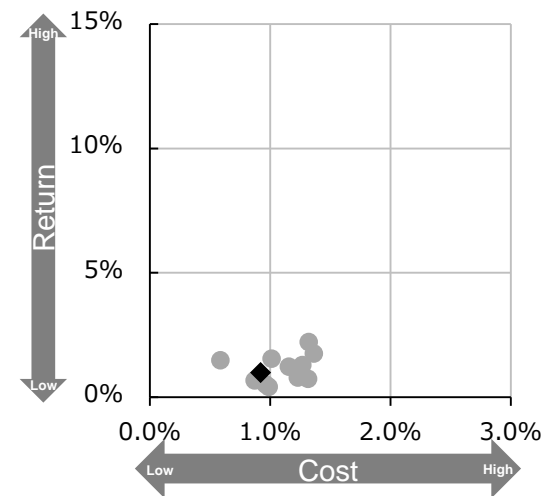
Weighted average balance	Cost(A)	Return(B)	B/A
	0.86%	1.41%	1.64 times

TB



Weighted average balance	Cost(A)	Return(B)	B/A
	0.83%	1.38%	1.66 times

SC



Weighted average balance	Cost(A)	Return(B)	B/A
	0.92%	0.99%	1.07 times

<sup>9</sup> Insurance policies covered: The top 20 insurance products in terms of the sum of surrender value plus amount already paid, among those for which policies have been in force for 60 months or more since the inception of the insurance term (◆: Indicates the weighted average of the 20 insurance products.)

- All insurance products are covered for TB and SC, as the number of products treated by them is smaller than 20 each. This excludes foreign currency-denominated medical insurance, foreign currency-denominated level-payment insurance, and insurance products with living benefit such as nursing insurance and specified illness coverage. Returns are calculated by annualizing the value calculated by the formula: (Surrender value at the base date + Amount already paid at the base date - Single premium at the time of policy purchase) / (Single premium at the time of policy purchase). Costs are calculated using the new policy commission rate divided by the insurance period (in months) up to the base date and the annual policy maintenance commission rate.
- Foreign currency-denominated insurance provides both insurance coverage and investment and pays out at maturity or in the event of death. Although a surrender value is paid at the time of surrender, insurance products are designed to be held for a long period of time, and therefore the surrender value received, especially when the policy is surrendered at an early stage, is often less than the single premium due to a certain amount of surrender deductions and other factors.
- The surrender value is converted into the yen amount at the exchange rate as of the base date, which differs from the value if held to maturity or received in a foreign currency.
- The above information does not imply or guarantee the return or risk of foreign currency-denominated insurance products handled by BK/TB/SC in the future.

# Common KPIs (7)

## Top 20 foreign currency-denominated insurance products in terms of total of surrender value + amount already paid

BK/TB/SC

Top 20 products in terms of total of surrender value + amount already paid

BK

TB

SC

	Product	Cost	Return
1	Premier Receive M	0.78%	1.52%
2	Shiawase no Kakehashi	0.99%	1.50%
3	Premier Select M	1.05%	0.34%
4	Premier Currency M	0.69%	1.87%
5	Premier Select M Pension (foreign currency-denominated)	1.18%	0.67%
6	Premier Gift M (Australian dollar-denominated)	0.94%	0.70%
7	Ariesm	0.78%	2.84%
8	Procyon	0.48%	2.26%
9	Minori no Shushin US	0.57%	2.54%
10	Premier Select M Whole Life (foreign currency-denominated)	1.34%	1.65%
11	Sirius Duet M	0.03%	2.94%
12	Sirius Excellent M	0.19%	3.10%
13	Premier Select M2 Pension (foreign currency-denominated)	1.36%	2.01%
14	Aries II	1.10%	1.98%
15	Omoi no Kakehashi	0.62%	0.54%
16	Premier Select M2 Whole Life (foreign currency-denominated)	1.41%	0.86%
17	Atena M	0.28%	3.48%
18	Mirai no Kajitsu	1.06%	1.69%
19	Sagittarius	1.24%	2.37%
20	Eternal Dream	0.35%	3.97%
	Average	0.86%	1.41%

	Product	Cost	Return
1	Premier Receive M (foreign currency-denominated)	0.82%	1.54%
2	Premier Gift M (Australian dollar-denominated)	1.01%	0.57%
3	Premier Select M	1.06%	0.10%
4	Premier Receive M	0.62%	1.98%
5	Premier Select M Pension (foreign currency-denominated)	1.18%	0.63%
6	Premier Currency M	0.75%	1.61%
7	Sirius Duet M	0.20%	2.96%
8	Procyon	0.44%	2.19%
9	Sunny Garden EX	0.92%	2.03%
10	Sirius Excellent M	0.16%	2.68%
11	Aries (US dollar-denominated)	0.95%	1.07%
12	Aries (Australian dollar-denominated)	0.81%	1.06%
13	Premier Select M2 Pension (foreign currency-denominated)	1.39%	2.57%
14	Aries II	1.08%	1.67%
15	Premier Select M Whole Life (foreign currency-denominated)	1.32%	1.17%
16	Premier Select M2 Whole Life (foreign currency-denominated)	1.48%	0.15%
17	Advantage Grande PG	0.67%	1.60%
18	Sagittarius	1.12%	2.62%
19			
20			
	Average	0.83%	1.38%

	Product	Cost	Return
1	Premier Receive (foreign currency-denominated)	0.59%	1.48%
2	Australian Dollar Whole Life Premium	0.87%	0.67%
3	Whole Life Premium (Australian/US dollar-denominated)	1.23%	0.78%
4	Premier Gift (Australian dollar-denominated)	0.96%	0.52%
5	Premier Jump	0.99%	0.41%
6	Premier Jump Pension (foreign currency-denominated)	1.16%	1.23%
7	Premier Jump Whole Life (foreign currency-denominated)	1.27%	1.29%
8	Premier Jump 2 Pension (foreign currency-denominated)	1.32%	2.21%
9	Premier Jump 2 Whole Life (foreign currency-denominated)	1.31%	0.73%
10	Yu Yu Jikan Advance (Australian/US dollar-denominated)	1.01%	1.55%
11	Long Dream Gold	1.36%	1.76%
12			
13			
14			
15			
16			
17			
18			
19			
20			
	Average	0.92%	0.99%